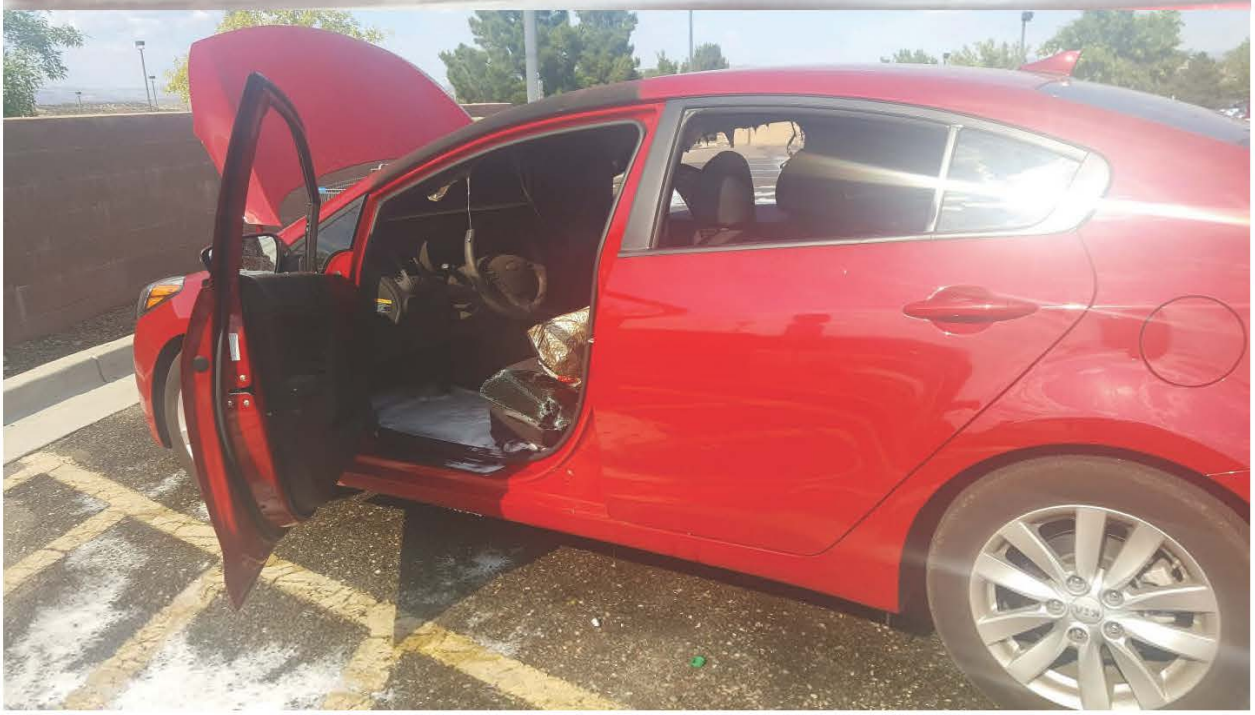
INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)



[redacted]

[redacted]

[redacted]

Case # [redacted]

Rec'd. 8/28/18
Called Witness
Adam Holder.

August 23, 2018

[redacted]
W Stockholm NY, [redacted]

Reference Number: KIA-[redacted]

Dear [redacted]

Thank you for taking the time to contact Kia Roadside Assistance with your request for reimbursement. After reviewing your request, we have found that **this vehicle was not towed to the closest qualified dealer.** Therefore, your claim has been denied and we are returning your receipt(s).

If you have any questions relative to the benefits provided as part of your Roadside Assistance program or your request for reimbursement, please contact us Monday through Friday from 8:30 a.m. to 5:00 p.m., EST. [redacted]

Sincerely,

The Claims Department Representatives
Kia Roadside Assistance

Enclosure (s)

August 6, 2018

KIA Consumer Assistance
[redacted]
Medford, Mass [redacted]

Re: 2015 KIA Forte, Vin # KNAFK4A64[redacted]

SUBJECT: Request for Reimbursement for Repair Services and Tow Charges Covered Under KIA's Roadside Service

On Friday, July 27, 2018, while traveling at 55 to 60 MPH, my 2015 KIA suddenly and without warning swerved to the right because the rear brakes self-engaged and locked. The braking action was severe, leaving two 50-foot-long rubber tracks on the highway. I narrowly avoided colliding with other vehicles as I steered the car off the highway and safely into a field! My son [redacted] and his wife were riding with me… we were scared & shaken but unharmed.

In summary, the location of the incident (at about noon time) was on the highway leading into the town of North Creek, NY, about 18 miles away from the tow service garage located in Pottersville, NY. My car had to be towed & then assessed as to damages and also to determine the cause of the sudden braking action.

The service station was too busy to do the repairs that Friday, and owner said it couldn't be worked on until Monday or Tuesday; I was forced to leave the car there, & I called for a car rental service (Enterprise in Queensbury, NY) so that we could continue our journey to Athens, NY, where we visited my son [redacted] and his wife as planned. We stayed there until I got the call that my car was repaired about 10 AM on Tuesday, July 31st.

We drove the rental to Queensbury, NY, and one of their Enterprise reps drove us to Pottersville to pick up my car. The KIA's right rear tire had been badly damaged, with about 5" of tread completely worn off - a totally flat spot! Mechanic Mr. Peet said the right rear caliper malfunctioned somehow, which caused the brakes to seize up.

We then drove homeward, stopping for supper along the way, arriving home that evening at 8:00 PM.

I called KIA Consumer Assistance about this incident the next morning, Wednesday, Aug. 1, and spoke with representative Octavia, who advised me to have KIA Service check my car to see whether there was anything wrong and/or whether there might be any recall issues. In fact, I had already called the KIA dealership about this incident and made the appointment for them to check my car on Friday afternoon, August 3rd.

[redacted]

You will see the **KIA statement enclosed**, Invoice [redacted] which indicates that my car's rear end is okay and that the tire was replaced free of charge. Mr. Adam Holder, Service & Parts Manager, told me that, because the car has always been serviced in KIA's service department, and because it had only 23,548 mileage when this incident occurred, obviously something was wrong with the rear right caliper, as the repairman at Pottersville told us. Therefore, Mr. Holder advised me to send you the **Potterville Garage Repair Statement** so that I can request reimbursement for some of the $125 towing fee, and also for the two rear rotors, brake pads, and the right rear caliper. (The labor charge is $105, if any of that can be repaid to me as well.)

Mr. Holder suggested that I also submit the **Enterprise car rental receipt**, too. My son paid for the rental, but I will be reimbursing him, of course. I hope you can compensate us at least some of that charge as well!

If you have any questions, please call me at my home phone number listed below. The cell number on the garage receipt is [redacted] unfortunately, my cell wouldn't pick up any signal in Pottersville!

Thank you.

[redacted]

West Stockholm, NY [redacted]

[redacted] If no answer, please leave a message!

Encs. **3**

[redacted]

Chel #[redacted]

FX CAPRARA

[redacted] Watertown, NY [redacted]
Service
Parts: [redacted]
Website www.fxkia.com

Facility Code 7122412

CUSTOMER NO. [redacted]	ADVISOR DAVE MALINOWSKI	TAG NO. [redacted]	INVOICE DATE 08/03/18	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 24,000		COLOR GY/	
WEST STOCKHOLN, NY [redacted]	YEAR / MAKE / MODEL 15/KIA/FORTE/4DR SDN AT LX		DELIVERY DATE 09/09/15	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. K N A F K 4 A 6 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 08/03/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: [redacted]

JOB# 1 CHARGES----------

LABO[redacted]----------
J# [redacted] WHEELS/TIRES TECH(S):542 INTERNAL

CUSTOMER STATES CHECK RIGHT REAR TIRE
REPLACED FOR CUSTOMER SATISFACTION

PARTS------QTY---FP NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
[redacted] TIRE INTERNAL
TOTAL - PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
TM NYS TIRE MGMT FEE INTERNAL
TD TIRE DISPOSAL FEE INTERNAL
TOTAL - MISC 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LA[redacted]----------
J# [redacted] MAINTENANCE TECH(S): [redacted] INTERNAL

CHECK REAR END
ALL GOOD

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL 0.00

COMMENTS----------
WAITER

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

HANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

FX CAPRARA

www.fxkia.com

Thank You!
WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP.

[redacted]

From [redacted]
To: adamholder[redacted]fxcaprara.com>
Subject: Claims Dept.'s Reimbursement Denial
Date: Wed, Aug 29, 2018 7:03 am

Aug 29 Email to Mr. Holder at Fx Caprara Dealership

Re: KIA's Reference No. KIA[redacted]

Dear Mr. Holder:

As you know, the Claims Department denied reimbursing my expenses, explaining the reason: "this vehicle was not towed to the closest qualified dealer." I Googled the closest KIA dealership to North Creek (where the brakes seized up) and found the nearest dealership to be in Albany, NY, which is a bit more than 85 miles away! That just isn't practical, as it would mean a huge towing charge, most of which I would have to pay for, not to mention the stress of having my car towed that long distance.

I opted to have my car towed to the nearest service garage, just 18 miles away; I think my choice was more than reasonable. Under the scary circumstances of having my car's brakes seize up suddenly while I was traveling at approximately 55 to 60 MPH, my decisions were made under great stress. Even so, opting for a shorter tow was my best, wisest decision, no doubt about it!

You have a copy of the car repair receipt. I also have the car rental receipt, which I will gladly send you. Because I work p-time at school, in the summertime I'm without employment, so I'm on a tight budget. My son[redacted]picked up the cost of repairs and rental, thankfully. I want to reimburse him as soon as possible! He has been very kind and patient, but I owe him $923.44 -- that's a lot!!!

I won't be home most of today, but I should be home by 4 PM or so. Thursday I return to work, so I won't be home till after 2 PM. If you call me while I'm out, please leave a message. Or, if you prefer, you may email me.

I have purchased **3** new KIAs since fall 2011, and I must admit that KIA's response to this problem will determine whether I'll continue to be a KIA customer. After all, my 2015 car had only 23,548 miles on it at the time of this unfortunate incident!

Thank you for your efforts on my behalf.

[redacted]

Because towing 18 miles cost us $125, imagine what 85+ miles towing fees would be! I believe KIA should at least pay towing expense!

Case# [redacted]

POTTERSVILLE GARAGE
Roger F. Peet
P.O. Box 104
POTTERSVILLE, NEW YORK 12860-0104
(518) 494-3631
Vehicle Repair Station #R357-0068

NAME [redacted]
DATE OF ORDER 7-31-18
ADDRESS [redacted]
CITY, ST [redacted]
[redacted] PHONE EXT.
DATE PROMISED
CUSTOMER'S ORDER NUMBER ORDER WRITTEN BY [redacted]
YEAR, MAKE AND MODEL 2015, kia, forte
SERIAL NUMBER KNAFK4A64 [redacted]
MOTOR NUMBER
ODOMETER 23548

QTY.	PART NO. AND DESCRIPTION	AMOUNT	
2	[redacted] 57.74 rear rotors	115	48
1 set	[redacted] rear pads 55.12	55	49
1	[redacted] RR caliper	168	40
1	guide lube	1	00
1	brake quiet	1	00
1	cleaning dish	1	50
4oz	brake fluid	1	25
	(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS	314	12

ACCESSORIES

Pd. 7/31/18

TOTAL ACCESSORIES

DESCRIPTION OF WORK

☐ LUBE ☐ CHG.OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.

* Towing 125.00

Check for lockes up tire replaced RR caliper, installed new rear rotors and pads on both rear wheels

1½ hrs @ 70.00

____ LITERS/GALS. OF GAS @	TOTAL LABOR	105 00
____ LITERS/QTS. OF OIL @	TOTAL PARTS	314 12
____ kg/LBS. OF GREASE @	ACCESSORIES	
	GAS, OIL AND GREASE	
	SUBLET REPAIRS	
	EPA / WASTE DISPOSAL	
		574 12
	7% TAX	40 19
	TOTAL	614 31

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in [redacted] your control.

THANK YOU

* $125 towing for a short distance of 18 miles! Nearest KIA dealership was in Albany, so car would have to be towed about 85 miles — so, a much larger towing charge, obviously.

[redacted]

Case #[redacted]

September 14, 2018

(Copy)

FX Caprara
Mr. Adam Holder, Dept. Manager
[redacted]
Watertown, NY [redacted]

RE: Request for Reimbursement Regarding July 27th Incident

Dear Mr. Holder,

Per our phone conversation yesterday, I'm enclosing a copy of the rent receipt which my son [redacted] kindly paid for on his AMEX card on my behalf. I'm hoping either he or I will be reimbursed for the rental promptly. (Without the car rental, we would have been stranded there in Pottersville until the car repairs were finished on Tuesday, 31 July, & we would have had to find a motel to stay in, etc. We drove the rental car to our original destination in Athens, NY, to visit my younger son.)

Thank you very much for your assistance in this matter!

[redacted]

West Stockholm, NY [redacted]
[redacted]

Enc.

[redacted]

ELRAC, LLC, [redacted] QUEENSBURY, NY [redacted]

RENTAL AGREEMENT REF# [redacted]

RENTER [redacted]

DATE & TIME OUT
07/27/2018 04:53 PM
DATE & TIME IN
07/31/2018 03:15 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
FCAH

VEH #1 2018 FORD FUSH TTNR
VIN# [redacted]
LIC# [redacted]
MILES DRIVEN 214
CAR CLASS: FCAH

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/27 - 07/31	4	DAY	$71.99	$287.96
REFUELING CHARGE	07/27 - 07/31				$0.00
			Subtotal:		$287.96
DISCOUNT - CUSTOMER SATISFACTION - RATE	07/27 - 07/31			5%	($14.40)
Taxes & Surcharges					
CAR RENTAL SALES TAX	07/27 - 07/31			6%	$16.42
SALES TAX	07/27 - 07/31			7%	$19.15
			Total Charges:		$309.13
Bill-To / Deposits					
DEPOSITS					($309.13)
Total Estimated Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$309.13	American Express	xxxxxxxxxxx[redacted]

Case #[redacted]

MV-630TR (1/18) **NEW YORK STATE REGISTRATION DOCUMENT**

C PAS
[redacted]

2015 KIA NONTRANSFERABLE
[redacted] KNAFK4A64[redacted]
[redacted] NOV 27 2017
WD/Seats Fuel/Cyl JMS CNT185

Expires 11/29/19

[redacted] 24.25
WEST STOCKHOLM NY [redacted]

ANNUAL CHG
AMT PAID (INCL ADD CHG)

[redacted] VOID IF ALTERED EXCEPT FOR ADDRESS 48.50

[redacted]

[redacted]

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 10/18/18
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: West Stockholm State: NY Zip code: [redacted]
Day phone: [redacted] Evening phone [redacted] Cell phone [redacted]
Fax: E-mail address [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Kia Model: Forte Coupe Year: 2015 Current mileage: 25083
Name(s) that appears on the vehicle title: Linda Snyder
Selling dealer/city/state: FX Caprara KIA, Watertown, NY
Primary Servicing dealer/city/state: FX Caprara KIA,
Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 09/09/15 Mileage at purchase/lease:
First repair attempt date: 07/31/18 First repair attempt mileage: 23548
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Had car towed to nearest service station 18 miles away. Right rear caliper was broken and repairs made @ same station. Had to rent car while my car was at station from July 27 to July 31. Under KIA 5 year/60,000 mile basic warranty, but KIA would not reimburse tow, repairs or rent expenses because KIA didn't do repairs.

Because nearest KIA dealership location would mean a 85-mile tow, I opted to have my car towed to nearby station ~18 miles away, instead. I believe the faulty caliper repair should be reimbursed, too, & car rental.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER KNAFK4A64[redacted]

Lienholder: KIA MOTORS FINANCE
[redacted]
Dallas, TX [redacted]

CCF

[redacted]

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Rear brakes seized up 7/27 as I drove 55-60 MPH				~~yes~~ No
Car had to be towed 18 miles to nearest station	Pottersville, NY			~~yes~~ No
Repairs to car were completed @ same station	Pottersville Garage Repair	1		~~yes~~ NO
I had to rent car 7/27-7/31/2018	Enterprise Car Rental Queensbury, NY			no

otal days out of service for all problems: 4

ignature of Titled Owner(s) [redacted] Date Nov. 1, 2018

rinted Name of Titled Owner(s) [redacted]

am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute nder the BBB AUTO LINE Arbitration Rules.

lease mail or fax this completed form with copies of all available repair orders, your vehicle egistration, your sales agreement or lease agreement, and any other relevant documents (e.g., ritten correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
[redacted]
Arlington VA, [redacted]
Fax: [redacted]

[redacted]

BBB AUTO LINE

November 14, 2018

[redacted]
WEST STOCKHOLM NY [redacted]

Re: [redacted] Snyder vs Kia Motors America KNAFK4A64[redacted]

Dear [redacted]

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Todd Eikenberry at Extension [redacted]

CC: Kristen Schaefer

Council of Better Business Bureaus, Inc.
[redacted] Arlington, VA · [redacted] · Phone [redacted] · Fax: [redacted]
[redacted]

To whom it may concern-

Unfortunately, this is going to be a rather lengthy message. I had a recall on my 2013 Kia Forte, it involved the brake pedal stopper. It was my fault for not bringing in my KIA earlier, I had called months earlier and left two VMs with the service dept because they never answered the phone. They always called me back but unfortunately, I do not have cell service out where I live so I gave up. A few months later I brought my car in. At this point all my break lights were burnt out. The recall stated that my break lights would continuously stay illuminated. Kia dealership stated they would not fix my break lights but assured me the ONLY issue was that the bulbs were out. He also stated I needed new tires and when I told him I wasn't interested he was visibly frustrated. I was not going to pay the 60 bucks they quoted me to have new bulbs put it in and he also made some very rude comments about how my fiancé may not can change the bulbs. I know from experience that I could go to an auto parts store and spend about 5 bucks on bulbs so that is what I did. When I got to the auto parts store to switch my bulbs out, the bulbs had burnt and melted into the plastic socket and would not come out. At this point I was aggravated but planned to take my car to a privately-owned mechanic to have it fixed, that's when I realized all my dash lights were out as well. I know for an absolute fact that my dash lights were working when I brought my Kia in. At this point i was aggravated and called and asked to speak to the manager. I told him about my experience and told him how his service guy was more worried about me spending money or swiping my card than if I was happy or pleased with the service. I understand I was not spending money, but I did buy my car from KIA and deserve the same respect any other paying customer would have gotten. Josh, the manager stated that he would fix my break lights because that is no issue and he isn't worried about the cost of it he did state that he cannot be certain that the dash lights quit working while I was at the dealership. I assured him I leave every morning before the sun comes out and was certain they were working before my visit. Long story short I went back in, so he could get the burnt bulbs out and replace the lights, because remember the service dept told me that was my only issue (burnt out bulbs). Of course, said the dash lights were not on them and that it was just a burnt bulb and I would have to take the dash apart to fix it…

Honestly, I did not even think to check if they fixed my break lights, that didn't even cross my mind because that was the ONLY reason I was there. This morning I was dropped off at work and as my car was pulling away I realized my lights were still NOT fixed. Is there a new bulb in there? yes, are the brake lights working? No. Now I'm worried that is more than what the service dept stated it was. But besides that...how can you not ensure something is fixed before you send the customer home.

At this point I am BEYOND frustrated. I have never ever had an issue with my KIA but I can ensure you I will never give KIA another dime of my money solely on the service I received here in Asheville. I will also make a public post regarding the KIA dealership in Asheville. I hope that other customer receives better service than I did.

[redacted]

Consumer Assistance Center Case Report

KIA MOTORS

Printed By: AIbrahim | **Case Number** [redacted] | 05/03/2013 08:52:38 AM

Case Details

Title: SA Escalation: Cust States Radio won't Play; Hears Pop Noise; Smoke out of Vents

VIN: KNAFU4A21[redacted] **Mileage:** 17665 **Status:** Working

Year:2013 **Model:FORTE SEDAN**

Priority: Priority **Severity:** High **Call Source:** Service Alert – TL

Owner: Ali Ibrahim **Owner Email:** [redacted]@crosscountry-auto.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Audio System

Case Type Level4: CD/DVD Operation

Contact Details

Name: [redacted]

Phone: [redacted] **Alt Phone:** **Fax:**

Address1: [redacted]

Address2:

City: Baton Rouge **State:** LA **Zip:** [redacted] **Email:**

Dealer Details

Code: LA001

Name: Kia of Baton Rouge

Case History

*** PHONE LOG 10/30/2012 07:00:23 PM (Local Time) sa Action Type:
Dealer :Kia of Baton Rouge
Technician :Bryant Coyne
Service Manager :N/A
Dealer Phone [redacted]
DPSM :Rick Kydd
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :6288
Initial comments by Technician found in TL Case [redacted]

*** Performed by contact: Bryant Coyne, [redacted]
*** This is a Request for Assistance ***

Problem Description :
CD PLAYER WILL NOT TAKE CD, I HAVE REPLACED THE RADIO ASSY 2 TIMES FOR THE SAME THING,

Diagnostics Performed :
THE ORGINAL RADIO WOULD NOT EJECT THE CD SO I REPLACED THE RADIO ASSY THEN IT WOULD NOT TAKE THE CD AN I TRYED DIFF CDS STILL WOULD NOT TAKE, SO THEN REPLACED IT AGAIN IT WAS WORKING WHEN IT LEFT BUT NOW ITS BACH AGAIN AN WILL NOT TAKE CD AGAIN SHOULD I REPLACE AGAIN

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.
[!<For Internal Use Only:
>!]

*** CASE ACCEPTED 10/31/2012 07:13:57 AM (Local Time) LSims
from Queue Service_Alert_TL2CA_SO to WIP WEST/CENTRAL.

*** PHONE LOG 10/31/2012 12:20:11 PM (Local Time) LStreenz Action Type: Outgoing call
Wtr called Britney [redacted]

[redacted]

Case History
1 Left on hold for 2+ Minutes
2 Will callback at a later time

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/01/2012 07:07:51 AM (Local Time) LStreenz Action Type: Outgoing call
Wtr called Britney [redacted]

1 The svc advisor that is handling the veh is not available
2 Can you callback

Wtr Advised

1 I can provide you with my info and have her call me back
2 Provided contact info and case number

Britney [redacted] States

1 Ok Thank You

[!<For Internal Use Only:
>!]

*** PHONE LOG 11/02/2012 09:19:02 AM (Local Time) LStreenz Action Type: Outgoing call
Contact Name: Mandy
Customer phone #: Same as above
Customer address: Same as above
Year/Model/Mileage of Vehicle: 13 / Forte / 6288
RO# and Open Date: 10/30
Days Down at initial Service Alert report: 1
Repair Issue: Cust states CD player will not accept the CD
ETA for completion of repairs: Done 10/30
Repeat Repair (Y/N), if so, how many? Y / 3x
Techline Case [redacted]
Rental Provided? If so, since when? N
DPSM contacted by dealer Y

1 We replaced the unit more than once
2 We opened TL case for the concern
3 Cust said she would call with any concerns

Wtr Advised

1 Ok Thank You
[!<For Internal Use Only:
>!]

*** PHONE LOG 11/02/2012 09:20:01 AM (Local Time) LStreenz Action Type: Outgoing call
Wtr called [redacted]

1 Calling to follow up on the recent visit with the dlr
2 Invalid phone number
3 Unable to leave VM
4 Will try again later
[!<For Internal Use Only:
>!]

*** PHONE LOG 11/06/2012 03:58:21 PM (Local Time) LStreenz Action Type: Outgoing call
Wtr called [redacted] LVM

1 Calling to follow up on recent visit with dlr
2 Please callback with further concern
3 Provided contact info and case number
[!<For Internal Use Only:
>!]

*** CASE CLOSE 11/06/2012 03:58:28 PM (Local Time) LStreenz Resolution Code = Information Given.

*** CASE REOPENED 05/02/2013 07:09:30 AM (Local Time) DLyons
with Condition of Open and Status of Working.

*** PHONE LOG 05/02/2013 07:10:16 AM (Local Time) DLyons Action Type: Web Contact
800 vm by Mandy Russo dl [redacted]
provided cust/vin

Case History
1. RO# [redacted] opened 5/1/2013
2. Repeat repair if you check history
3. Cust states radio will not play, cust hears pop noise
4. Radio blinks on and smoke came out of the vents and cust could smell burning smell.

[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 05/02/2013 08:11:30 AM (Local Time) DLyons
from WIP vm's to Queue Service Alert.

*** CASE ACCEPTED 05/02/2013 08:50:55 AM (Local Time) LSims
from Queue Service Alert to WIP WEST/CENTRAL.

*** PHONE LOG 05/03/2013 08:44:15 AM (Local Time) Albrahim Action Type: Outgoing call
WRITER CALLED DEALER: LA001, Kia of Baton Rouge
Dealer Contact Name: Mandy Russo
Year/Model/Mileage of Vehicle: 2013 FORTE SEDAN 17,665 MILES
RO Open Date: RO# [redacted] opened 5/1/2013
Days Down at initial Service Alert report:
Repair Issue: Radio will not play
ETA for completion of repairs: 05/02/2013
Repeat Repair (Y/N), if so, how many? 4X
Techline Case? If so, #? [redacted]
Rental Provided? If so, since when? N
DPSM contacted by dealer? Y
Service Campaign? N
Customer Phone#: [redacted]

Description of Concern and Repair History:
1. We replaced another Radio again; We did not see smoke or burnt smell
2. On RO# [redacted] ;10/26/2012 @5883 miles; CD Skips Songs; Replaced Radio Unit
3. On RO# [redacted] 10/30/2012 @6288 miles; Radio makes humming noise and does not play CD; Replaced Radio Unit
4. On RO# [redacted] 10/23/2012 5588 miles; CD Stuck in CD Player; Installed Part
5. We did SOP on Order Date 10/13/2013, RO [redacted] @4684 miles
[!<For Internal Use Only:
>!]

*** PHONE LOG 05/03/2013 08:46:34 AM (Local Time) Albrahim Action Type: Outgoing call
Writer called to speak to customer@ [redacted] LVM
1. KIA was notified by the dealer you were having a concern with your vehicle, apologized
2. This is a status call to see how vehicle is performing
3. Writer will be getting more resources involved and your case will be forwarded to the regional office for further review and follow up; you will receive a cal back in 2 business days
4. Should you have any questions in the meantime, please call KMA [redacted], gave case #

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/03/2013 08:52:27 AM (Local Time) Albrahim Action Type: Outgoing call
Writer called to speak to DPSM @ KIA DISTRICT SOUTH 11:
FYI...Dispatching Case For:
1. As per repeat repair; 4x for Radio Concerns
2. 2013 Forte Sedan 17,665 miles
3. Forwarding to region for further handling and review

DPSM Rkydd States:
1. Thanks for the heads up; I will speak to Lisa
[!<For Internal Use Only:
>!]

**********_*End Case Repor*_ [redacted] **********

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ **I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

☒ **3 or more repair attempts have been made to repair the same substantial defect or condition.** (8814)

Description of continuing defect(s) or condition(s) MISAJUSTED BRAKE SWITCH (40 BRAKES) BRAKE SWITCH OUT OF ADJUSTMENT. (51801 1MA00) (51712 - 1M000) (51718-2Ha (51720) - 2K000) (51750 2H000) FOOTCODE C 1513 C 1237 BRAKE LIGHT SWITCH ERROR

(**NOTE:** this is not a complete list; the manufacturer should ascertain all repair information.) 40 BRAKE 8814 and more

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make KIA Model FORTE EX Year 2013

VIN KNAFU4A21X[redacted] Date of Delivery 02/27/2013

Name and City/State of selling dealer or leasing company (if applicable) CITY KIA OF GREATER ORLAN[redacted] ORLANDO. FL. [redacted]

Name and City/State of authorized service agent(s) attempting previous repairs: CITY KIA GREATER ORLANDO [redacted] ORLANDO FL [redacted]

Consum[redacted] Home phon[redacted]

Address[redacted] Work p[redacted]

ST ORLANDO FL Signatu[redacted]

[redacted] Date Mailed 6 - 15 - 2013 (____)

RECEIVED

JUN 24 2013

CONSUMER AFFAIRS

[redacted]

Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

June 10, 2013

[redacted]
Orlando, FL [redacted]

Ref: 2013 Kia Forte
KNAFU4A2X[redacted]
C/A File[redacted]

Dear Ms. Sabo:

Your case was forwarded to my Southern regional office to discuss the concerns that you are having with your vehicle. I have attempted to reach you numerous times. The home phone number in our system is [redacted] I have called this number numerous times and left numerous voice messages and to date no one has returned my call.

If you still have concerns with your Kia vehicle, please feel free to contact me at [redacted] or [redacted]

Thank you.

Sincerely,

Danielle Burke
Consumer Affairs Analyst
Southern Region

[redacted]

Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

June 26, 2013

[redacted]
Orlando, FL [redacted]

RE: File [redacted]

Dear [redacted]

Please consider this Kia Motors America response to the notice received from you as required by your State. After reviewing the concerns with your vehicle, an appointment has been scheduled for inspection of your vehicle. Please deliver your vehicle to City Kia or Greater Orlando at 9 am on July 11, 2013. Upon inspection, Kia Motors America, Inc. will repair any warrantable defects.

City Kia or Greater Orlando
[redacted]
Orlando, FL [redacted]

Upon your arrival at the dealership, you must see the Service Manager, for a test drive before and after any repairs are to be completed.

If after completion of the scheduled repairs you feel that you need additional assistance, you may contact this office by mail or fax with a list of any unresolved concerns and a request for our review. We request that you submit your preferred resolution along with a copy of all sales, service and maintenance records for our review and determination.

We regret that you have experienced this problem with your Kia and we appreciate your patience.

Sincerely,

Danielle Burke
Consumer Affairs

cc: Service Manager,
District Parts and Service Manager, Kia Motors America

[redacted]

Fax

To:	Service Manager	**From:**	Phillip Bayless
Fax:		**Date:**	June 26, 2013
Phone:	([redacted]	**Pages:**	3 (Including Fax Cover Sheet)
Re:	[redacted]	**CC:**	File to case [redacted]

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

•Comments: KNAFU4A2XD5720241

Please see the attached appointment confirmation letter for [redacted] Please copy the service file and send to:

Kia Motors America, Inc.
Southern Region Office
[redacted]
Atlanta, GA [redacted]
[redacted]

Please send hard a copy overnight, Attn: ___Danielle Burke_____.

DO NOT FAX!

[redacted]

Kia Motors America, Inc.
Southern Region
100 Galleria Parkway, Suite 1550, Atlanta, GA 30339-5959 USA
T 1 678 385 8500 F 1 678 385 8501

FILE COPY

June 26, 2013

[redacted]
[redacted]
Orlando, FL [redacted]

RE: File [redacted]

Dear [redacted]

Please consider this Kia Motors America response to the notice received from you as required by your State. After reviewing the concerns with your vehicle, an appointment has been scheduled for inspection of your vehicle. Please deliver your vehicle to City Kia or Greater Orlando at 9 a m on July 11, 2013. Upon inspection, Kia Motors America, Inc. will repair any warrantable defects. Any repairs outside of the warranty will be relegated to you (the customer) to resolve.

City Kia or Greater Orlando
[redacted]
Orlando, FL [redacted]

Upon your arrival at the dealership, you must see the Service Manager, for a test drive before and after any repairs are to be completed.

If after completion of the scheduled repairs you feel that you need additional assistance, you may contact this office by mail or fax with a list of any unresolved concerns and a request for our review. We request that you submit your preferred resolution along with a copy of all sales, service and maintenance records for our review and determination.

We regret that you have experienced this problem with your Kia and we appreciate your patience.

Sincerely,

Danielle Burke
Consumer Affairs

cc: Service Manager
District Parts and Service Manager, Kia Motors America

[redacted]

Consumer Assistance Center Case Report

KIA MOTORS

Printed By: JLiera | **Case Number** [redacted] | 05/16/2013 12:47:37 PM

Case Details

Title: IQS cst: veh was noisy, smoked, had no power 3x; I do not want veh

VIN: KNAFU4A2X[redacted] **Mileage:** 3209 **Status:** Working

Year:2013 **Model:FORTE SEDAN**

Priority: Non-Priority **Severity:** Low **Call Source:** Phone - English

Owner: Jesus Liera **Owner Email:** [redacted]@kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Performance

Contact Details

Name: [redacted]

Phone: [redacted] **Alt Phone:** **Fax:**

Address1: [redacted]

Address2:

City: Orlando **State:** FL **Zip:** 32837 **Email:** **virgohil@hotmail.com**

Dealer Details

Code: [redacted]

Name: City Kia of Greater Orlando

Case History

*** PHONE LOG 03/14/2013 01:15:26 PM (Local Time) KJohnson Action Type: Incoming call
Caller [redacted] sister, stated:
1 - My sister's spanish is better than her english
[wtr could hear male and female speaking Spanish in background; sister seemed to be translating for them]
2 - the day after she got this veh, it started making noise, smoking, slowed down
3 - rs took it to the dealer and they said she did not know how to drive
4 - she took the car back, and it happened again
5 - again the dealer said there was nothing wrong and returned it
6 - it happened a third time and she video'd it happening
7 - you could hear the car going rrr-rrr-rrr and see that it would not faster than 20 mph
8 - the car is at the dealer and they are going to keep it for 2 weeks
9 - she is in an enterprise car, but she has to pay the insurance
10 - she does not want this car [repeated]
11 - what should she do?

Writer:
1 - Apologized
2 - fyi, we have spanish speakers at this office and if your sister ever needs help, she can speak directly to one of them
3 - if she does not want to keep veh, recommend she talk to sales manager or consult WCIM
4 - wtr will work w/ dlr to be sure all necessary resources are involved to fix veh [she does not want veh]
5 - provided case no.

Customer:
1 - Thank you
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:29:16 PM (Local Time) KJohnson Action Type: Outgoing call
Called [redacted] and SVCM Todd stated:
1 - veh has been here twice; this is second time
2 - the first time it came in was 3/7; this time it came in 3/13
3 - she says there is white smoke coming out from under the hood and the car has no speed

[redacted]

Case History
4 - I put 280 miles on the veh and CND
5 - there were no codes
6 - I drove highway and city, turning veh off, letting it sit, and restarting it
7 - I drove it in to really try to get it to duplicate and I could not
8 - This time I spoke with Phil Bayless and he said to keep veh for 5 days and continue to drive it and see if we can duplicate it
9 - so far I have put 140 miles on it without problem so far
10 - again it is a combination of city and highway driving
11 - she took a video, but the camera is moving all around and you really cannot tell what is happening
12 - In some ways, what she is saying does not make sense
13 - We see no signs of smoke residue on the engine, no sign of a plastic bag being caught and burning off, no sign of fluids leaking or anything l ke this
14 - I think she might be driving two-footed, but she says she is not
15 - if you brake and accelerate at the same time, the car will go into failsafe mode
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:33:07 PM (Local Time) KJohnson Action Type: Outgoing call
Called RCAA Danielle, who stated:
1 - dispatch case
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:35:25 PM (Local Time) KJohnson Action Type: Outgoing call
Called cst and left VM:
1 - I am sending your case to regional office
2 - someone will contact you in 2 business days
[!<For Internal Use Only:
>!]

*** EMAIL OUT 03/14/2013 01:40:40 PM (Local Time) KJohnson Action Type: External email

Karen [redacted]

Phillip,

I believe you are aware of this vehicle.

This is a 13 Forte, KNAFU4A2X[redacted], 240 miles, orig owner [redacted] This is IQS.

Customer states that veh is at [redacted] for third time for a problem where engine becomes noisy, smoke comes out from under hood, and veh will not have any speed or power.

SVCM Todd says this is second visit.

Customer's first language is Spanish and her siste [redacted] called for her. Her sister says [redacted] speaks English all right, that she understands her, but that she was calling for her sister.

[redacted] states her sister does not want veh back. Dlr CND after extensive test-driving and is continuing to testdrive veh.

I am dispatching for early intervention.

You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. at [redacted] AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_KJohnson_03-14-2013133322.doc>>

*** NOTES 03/14/2013 01:41:53 PM (Local Time) KJohnson Action Type: Manager review
Writer dispatching to southern region
(a) for early intervention
(b) to contact customer
Because
1 - 2013 Forte, 240 miles, orig owner
2 - veh is at dlr for 2nd time with an engine complaint that dlr CND
3 - cst does not want veh
4 - dpsm notified
5 - rcaa agrees to dispatch
[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 03/14/2013 01:42:46 PM (Local Time) KJohnson
from WIP g. Default to Queue Southern Region.

*** CASE ACCEPTED 03/15/2013 07:01:41 AM (Local Time) OSprague
from Queue Southern Region to WIP default.

[redacted]

Case History

*** PHONE LOG 03/15/2013 12:29:20 PM (Local Time) OSprague Action Type: Outgoing call
Writer spoke to customer and stated:
1. Your case was forwarded to regional office
2. Case is being assigned to analyst in this office
3. Do you have your vehicle or is it at the dealer?
CALL WAS DISCONNECTED
Writer called customer back and left message stating:
1. Case forwarded to regional office
2. Case being assigned to analyst, Danielle Burke
3. Analyst will contact you within 24 business hours
4. Please call if you need assistance prior to her calling you back (provided contact info - Direct line since area code is in NY)

Case assigned to analyst DBurke for customer contact

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/18/2013 06:48:57 AM (Local Time) OSprague Action Type: Outgoing call
Writer requested sales and service docs from FL112
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/18/2013 01:32:54 PM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the customer to discuss the case.
2. Explained that the KCC transferred the case to wtr for review.
3. Apologized for the concern that they are having with the vehicle.
4. Is your concern current?

Cust [redacted] states:
1. Thank you for calling.
2. The vehicle is still at the dlr.
3. I am afraid of the vehicle.
4. The rental vehicle that I have does not do what my vehicle does.
5. Me and my daughter were on I-4 and we were almost killed.
6. My english is not good at all.

Wtr states:
1. I understand your engilsh just fine.

Cust states:
1. I hope they find the problem and repair it under the warranty.

Wtr states:
1. I do as well.
2. I will call the dlr to later and request your R.O.'s and get an update on the vehicle.
3. Once I have all the information I will call you back to discuss the case further.
4. Thanked the customer and ended the call.
[!<For Internal Use Only:
>!]

*** NOTES 03/18/2013 05:54:19 PM (Local Time) KJohnson Action Type: E-mail rec.
From DPSM:
1 - I am aware of this vehicle.
2 - SVCM Todd put 200 miles on it the last time to try and duplicate and could not.
3 - He is planning on driving it extensively again to attempt to duplicate.
4 - Dealer has yet to duplicate the customers concerns.
5 - Dealer also drove with customer to give her the opportunity to attempt to duplicate it.

[!<For Internal Use Only:
>!]

*** PHONE LOG 03/21/2013 12:46:36 PM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the dlr for an update on the vehicle.

Todd Srv Mngr states:
1. The customer's vehicle has been repaired.
2. We found a misadjusted brake switch and it cooked the brake pads the rotors and the front wheel bearings.
3. We adjusted the brake switch, replaced the pads and the rotors and the front wheel bearing.

Wtr states;
1. Please fax over the R.O.'s as soon as possible.

[redacted]

Case History
2. Thank you and ended the call.
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/21/2013 01:11:04 PM (Local Time) DABurke Action Type: Outgoing call
Called the customer and stated;
1. I am calling with some good news.
2. The dlr found your concern and has replaced the brake switch, rotors and front wheel bearing.
3. Your vehicle is repaired and ready to be picked up.

[redacted] states:
1. I do not want the vehicle I am afraid of the car.

Wtr states:
1. I apologize for the concern that you have had with the vehicle.
2. Repurchase or replacement of the vehicle is not an option Kia is offering at this time.
3. Once you pick up the vehicle I will give you a chance to drive the car and I will call you back on Monday for an update.
4. At that time after I confirm that the vehicle is repaired I will discuss a GW offer for your inconvenience.

[redacted] states:
1. Ok, thank you I look forward to speaking to you.

Wtr states:
1. Thanked the customer apologized for the concern and ended the call.
2. Will call the customer on Monday for an update.
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/22/2013 07:39:46 AM (Local Time) AJudson Action Type: Incoming call
[redacted] SVC MGR Todd states:
1. Gave name, customer name and VIN.
2. Calling to review customer case.

Writer States:
1. Advised customer case opened with SRCA DABurke.
2. Verified SVC MGR has customer information.
3. Gave customer case number.
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/26/2013 10:10:48 AM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the customer at [redacted] to ensure the vehicle was repaired.
2. There was no answer LVM for call back.
[!<For Internal Use Only:
>!]

*** PHONE LOG 04/01/2013 10:19:20 AM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the customer @[redacted] to discuss the case.
2. There was no answer LVM for call back.
[!<For Internal Use Only:
>!]

*** PHONE LOG 04/02/2013 01:44:56 PM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the customer @ [redacted] there was no asnwer LVM for call back.
[!<For Internal Use Only:
>!]

*** PHONE LOG 04/17/2013 09:25:43 AM (Local Time) DABurke Action Type: Outgoing call
Wtr states:
1. Called the customer at [redacted] to ensure the vehicle was repaired.
2. There was no answer LVM for call back.
3. Sending a call me letter and closing the case.

[!<For Internal Use Only:
>!]

*** CASE CLOSE 04/17/2013 09:27:06 AM (Local Time) DABurke Resolution Code = Letter Sent.

*** CASE REOPENED 05/16/2013 12:31:42 PM (Local Time) JLiera
with Condition of Open and Status of Working.

*** NOTES 05/16/2013 12:32:17 PM (Local Time) JLiera Action Type: Manager review

[redacted]

Case History

Duplicate Case for Concerns
Cust Wants to return the vehicle

Dealer :City Kia of Greater Orlando
Technician :John Garcia
Service Manager :Zulma Rodriguez
Dealer Phone [redacted]
DPSM :Phillip Bayless
Vehicle Model :FORTE SEDAN
Model Year :2013
Mileage :3902
Initial comments by Technician found in TL Case [redacted]

*** Performed by contact: John Garcia [redacted]
*** This is a Request for Assistance ***

Problem Description :
brake locked up and esc light on

Diagnostics Performed :
scan test found c1513,c1237.brake light switch was replaced ,same thing happened and looks l ke the problem is in the primary pressure in the HECU.Had a complaint before for brake smell in the past they have replaced front wheel bearing,rotors and pads.please advice

Please contact dealer for additional information regarding customer handling & repair status and update customer accordingly.

*** NOTES 05/09/2013 07:24 AM US Mountain Standard Time DFerrick Action Type:Manager review
Notes from duplicate case
Techline case [redacted] created on 2013-05-08 17:21:02 by City Kia of Greater Orlando.
Please contact dealersh p and customer to see if any further assistance can be provided and that the concerns have been addressed.Thank You.

--For Reference--
TL Case created by (Dealer Technician) : John Garcia
TL Case creator phone [redacted]
TL Case creator email : None@yahoo.com
Below are the notes from the TL case describing the concern:

*** Performed by contact: John Garcia, [redacted]
*** This is a Request for Assistance ***

Problem Description :
brake locked up and esc light on

Diagnostics Performed :
scan test found c1513,c1237.brake light switch was replaced ,same thing happened and looks l ke the problem is in the primary pressure in the HECU.Had a complaint before for brake smell in the past they have replaced front wheel bearing,rotors and pads.please advice

*** PHONE LOG 05/10/2013 06:28 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called [redacted] Service (VM)

1 Left message requesting call back
2 Provided Call back info and case number
3 Calling to get info on cusotmer Hilda Reategui
4 Notes indicate it was in for a brake issue
5 Please Call me back so we can discuss further

*** PHONE LOG 05/14/2013 09:52 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Contact Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
Year/Model/Mileage of Vehicle: 13 Forte 3902
RO # and Open Date 5/8/13
Days Down at initial Service Alert report: 2
Repair Issue: Brake Switch Adjusted
ETA for completion of repairs: Done 5/10
Repeat Repair (Y/N), if so, how many? Yes x 2
Techline Case? If so, #? [redacted]
Rental Provided? If so, since when? NO
DPSM contacted by dealer? NO
Service Campaign? NO
Service Advisor Contact? Joshua

[redacted]

Case History
Description of Concern and Repair History:

Writer Reviewed Case with Joshua @[redacted]

1 We are done with the repairs
2 We readjusted the Brake Switch
3 Customer Call back [redacted]

*** PHONE LOG 05/14/2013 09:58 AM US Mountain Standard Time TLarson Action Type:Outgoing call
Writer Called Customer @[redacted] (VM, Spanish)

1 Calling to follow up on your visit to the KIA dealer
2 Wanted to verify that your vehicle was fixed and is working properly
3 Please Call us back and let us know how its operating
4 Provided Call back info and case number

*** PHONE LOG 05/15/2013 11:00 AM US Mountain Standard Time JLiera Action Type:Outgoing call

Called Cust
Writer stated:
1. No answer
2. LVM with contact info and case number
3. Calling to follow up on your visit to the KIA dealer
4. Wanted to verify that your vehicle was fixed and is working properly
5. Are their any other questions or concerns
6. Requested a call back

*** PHONE LOG 05/16/2013 12:29 PM US Mountain Standard Time JLiera Action Type:Outgoing call

Called Cust
Writer stated:
1. Calling to follow up on your visit to the KIA dealer
2. Wanted to verify that your vehicle was fixed and is working properly

Caller stated:
1. This is something difficult
2. The last time that the dealer fixed the vehicle it worked for about 2 weeks
3. After that it started to have the issue with the brakes
4. The time before that was the same thing
5. I will be driving for a while and then all of a sudden the vehicle will begin to have a roaring noise and will not accelerate more then 20MPH
6. It doesn't happen all the time but it will and then goes and comes back
7. Also the brakes will get really hard and will not stop the vehicle
8. It's a safety hazard for me
9. It's the same problem over and over with the brakes and will not stop the vehicle
10. I am scared to drive this vehicle and do not want it anymore
11. I am looking into getting a lemon law for it because they this is too much
12. I cannot continue to drive this car
13. I have to lose days from work to be handling all this and eventually the vehicle will end up back at the dealership for the same problem

Writer stated:
1. Apologized
2. Explained that because this is the third time that she has the vehicle at the dealership and does not feel safe in the vehicle I will get the case out to the region for further review
3. Explained that they will contact her in about 1-2 business days

Cust stated:
1. Ok thank you

[!<For Internal Use Only:
>!]

*** PHONE LOG 05/16/2013 12:47:09 PM (Local Time) JLiera Action Type: Outgoing call

Called DPSM Phillip Bayless
Writer stated:
1. Wanted to make you aware of this case that I am sending to the region

[redacted]

Case History

2. Cust has a 2013 Forte [redacted]
3. Cust had brake switch adjusted at City Kia of Greater Orlando last week but wants to have the vehicle re purchased
4. Explained that the is the third time she has this concern and repair on the vehicle
5. Cust claims that she does not feel safe in the vehicle and is claiming a lemon law on it
5. Will send you an E-mail with more info

Phillip stated:
1. Ok forward me the notes
2. I will check in with the dealership
[!<For Internal Use Only:
>!]

Attachments to Case:

File Name	Location
Email Attachment 03/14/2013 01:35:59 PM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case[redacted]_KJohnson_03-14-2013133322.doc

***********End Case Report [redacted] **********

[redacted]

Consumer Assistance Center Case Report

KIA MOTORS

Printed By: KJohnson | **Case Number -** [redacted] | 03/14/2013 01:36:08 PM

Case Details

Title: IQS cst: veh was noisy, smoked, had no power 3x; I do not want veh

VIN: KNAFU4A2X[redacted] | **Mileage:** 240 | **Status:** Working

Year:2013 | **Model:FORTE SEDAN**

Priority: Non-Priority | **Severity:** Low | **Call Source:** Phone - English

Owner: Karen Johnson | **Owner Email:** [redacted]kiaconsumeraffairs.com

Case Type Level1: Complaint

Case Type Level2: Quality

Case Type Level3: Engine/Exhaust/Battery/Fuel System

Case Type Level4: Engine Performance

Contact Details

Name: [redacted]

Phone: [redacted] | **Alt Phone:** | **Fax:**

Address1: [redacted]t

Address2:

City: Orlando | **State:** FL | **Zip:** [redacted] | **Email:** [redacted]

Dealer Details

Code: [redacted]

Name: City Kia of Greater Orlando

Case History

*** PHONE LOG 03/14/2013 01:15:26 PM (Local Time) KJohnson Action Type: Incoming call
Caller [redacted], sister, stated:
1 - My sister's spanish is better than her english
[wtr could hear male and female speaking Spanish in background; sister seemed to be translating for them]
2 - the day after she got this veh, it started making noise, smoking, slowed down
3 - rs took it to the dealer and they said she did not know how to drive
4 - she took the car back, and it happened again
5 - again the dealer said there was nothing wrong and returned it
6 - it happened a third time and she video'd it happening
7 - you could hear the car going rrr-rrr-rrr and see that it would not faster than 20 mph
8 - the car is at the dealer and they are going to keep it for 2 weeks
9 - she is in an enterprise car, but she has to pay the insurance
10 - she does not want this car [repeated]
11 - what should she do?

Writer:
1 - Apologized
2 - fyi, we have spanish speakers at this office and if your sister ever needs help, she can speak directly to one of them
3 - if she does not want to keep veh, recommend she talk to sales manager or consult WCIM
4 - wtr will work w/ dlr to be sure all necessary resources are involved to fix veh [she does not want veh]
5 - provided case no.

Customer:
1 - Thank you
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:29:16 PM (Local Time) KJohnson Action Type: Outgoing call
Called [redacted] and SVCM Todd stated:
1 - veh has been here twice; this is second time
2 - the first time it came in was 3/7; this time it came in 3/13
3 - she says there is white smoke coming out from under the hood and the car has no speed

[redacted]

Case History
4 - I put 280 miles on the veh and CND
5 - there were no codes
6 - I drove highway and city, turning veh off, letting it sit, and restarting it
7 - I drove it in to really try to get it to duplicate and I could not
8 - This time I spoke with Phil Bayless and he said to keep veh for 5 days and continue to drive it and see if we can duplicate it
9 - so far I have put 140 miles on it without problem so far
10 - again it is a combination of city and highway driving
11 - she took a video, but the camera is moving all around and you really cannot tell what is happening
12 - In some ways, what she is saying does not make sense
13 - We see no signs of smoke residue on the engine, no sign of a plastic bag being caught and burning off, no sign of fluids leaking or anything l ke this
14 - I think she might be driving two-footed, but she says she is not
15 - if you brake and accelerate at the same time, the car will go into failsafe mode
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:33:07 PM (Local Time) KJohnson Action Type: Outgoing call
Called RCAA Danielle, who stated:
1 - dispatch case
[!<For Internal Use Only:
>!]

*** PHONE LOG 03/14/2013 01:35:25 PM (Local Time) KJohnson Action Type: Outgoing call
Called cst and left VM:
1 - I am sending your case to regional office
2 - someone will contact you in 2 business days
[!<For Internal Use Only:
>!]

**********_End Case Report_ [redacted]

[redacted]

F8 125A

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FUSE

P/NO : 91941-1M612
10A START 시동
10A 에어컨스위치 A/CON SW
10A 룸미러 MIRR HTD
15A 시트열선 S/HTR
10A 에어컨 A/CON
10A 전조등 HEAD LAMP
25A 와이퍼 앞 WIPER FRT
15A 와이퍼 뒤 WIPER RR
15A DRL/안개등 뒤 DRL/FOG LP RR
10A 스마트키 SMK
25A 운전석파워윈도우 P/WDW DR
10A 시계 D/CLOCK
15A 시가라이터 C/LIGHTER
20A 도어잠금장치 DR LOCK
15A 앞유리열선 DEICER
15A 정지등 STOP LP
15A 실내등 ROOM LP
15A 오디오 AUDIO
15A 트렁크열림 TRUNK OPEN
25A PDM PDM
25A 안전윈도우(AMP) SAFETY P/WDW(AMP)
25A 조수석파워윈도우 P/WDW ASS
15A 보조소켓 P/OUTLET
10A 방향지시등 T/SIG LP
10A 에어백경고등 A/BAG IND
10A 계기판 CLUSTER
15A 에어백 A/BAG
15A 이그니션1-A IGN1-A
15A 비상등 HAZARD LP
10A 미등 우 TAIL LP RH
10A 미등 좌 TAIL LP LH
USE THE DESIGNATED FUSE ONLY
지정된 퓨즈만을 사용 하십시오

91841-1M030
18790-01031

KIA
KIA
ATLANTA SOUTH
KIA
[redacted]
DEKALB
NOV
14
MORROW, GA
[redacted]

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Kia Motors America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA
T 1 949 468 4800 F 1 949 468 4905

June 25, 2014

[redacted]
Huntsville, AL[redacted]

Re: KNAFU4A27[redacted]– 2013 Kia Forte
Case #: [redacted]

Dear [redacted]

Thank you for calling Kia Motors America, Inc. and requesting assistance. We appreciate hearing from our customers who inform us of issues that need to be addressed. However, a Kia representative has not been able to get a hold of you through the phone number provided.

In order to best assist you with your concerns, we need to be in contact with you. If you still have any concerns that you would like a Kia representative to address, please contact me at [redacted] Thank you again for taking the time to contact us. We look forward to hearing from you.

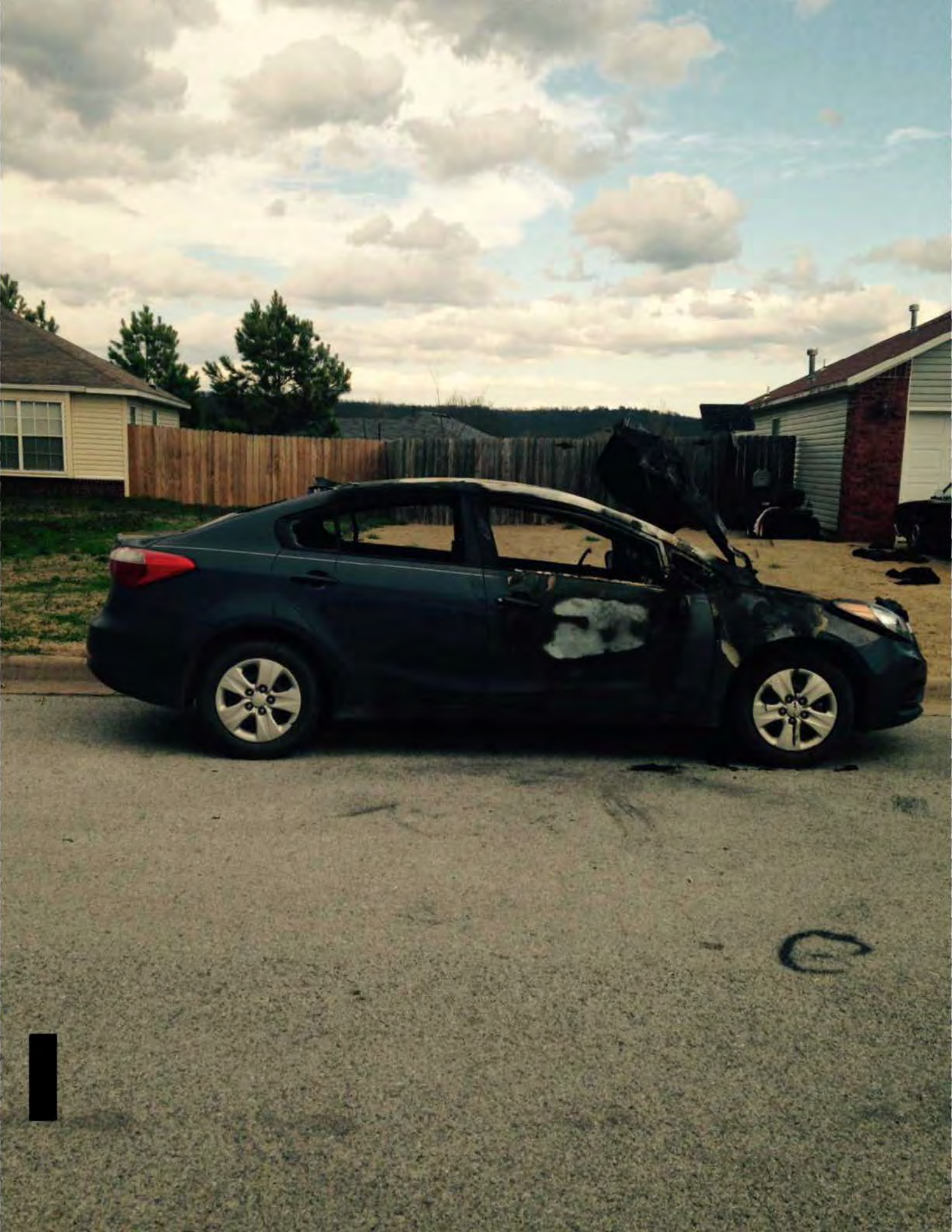
Sincerely,

Jeannie Mojica
Kia Motors America, Inc.
National Consumer Affairs

[redacted]

KIA
FLETCHER AUTO COMPANY
FLETCHER
KIA
FORTE
WWW.FLETCHERAUTO.COM

1355



3/26/15
15:56:32
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

HILLEGASM
KIAPROD

VIN No : KNAFK4A68[redacted]

In Service Date: 11/30/13

Model . . C3421
Series . FORTE

	Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage
_	8/12/13	[redacted]		1	01	Wiring Harness- Main	WIRING ASSY-CONTROL	49
_	5/03/13	[redacted]		1	01			15
_	4/19/13	[redacted]		1	01		MIRROR ASSY-O/S REAR	1
_	4/19/13	[redacted]		1	01		LABEL	1

More...

I=Inquiry
F3=Exit

F11=Summary/Detail

[redacted]

WKR090 HILLEGASMA
WKR116 HILLEGASM

KIA MOTORS AMERICA
Campaign List by VIN

3/26/2015
15:56:37

Vehicle I.D : **KNAFK4A68**[redacted]

'C' Issue 'D' Number	Description	Dealer Code	Repair Date	Dealer Type
[redacted]	2014 FORTE OWNERS MANUAL REPLA 14MY YD REAR VIEW MIRROR INSPE SC113B COOLING FAN RESISTOR (1	[redacted]	4/19/2013 4/19/2013	 RD

Bottom

C=Close D=Remove F3=Exit

[redacted]

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2014 KIA FORTE LX
VIN: KNAFK4A68E[redacted]
SEDAN 4 DR
1.8L I4 FI DOHC 16V
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
Kia Motors America
[redacted]
Irvine, CA
[redacted]

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- **3** Service records available
- Personal vehicle
- **9,685** Last reported odometer reading
- Worth **$260** more than retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/26/15 at 6:56:52 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2014 Kia Forte LX based on the information available in this report

1) Retail Book Value		2) CARFAX Price Adjustment™		3) Adjusted Retail Value
$ 0	+	+ $260	=	Begin by entering the retail book value
Enter retail book value here		Above retail book value		

Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owner 1
Year purchased	2013
Type of owner	Personal
Estimated length of ownership	1 yr. 3 mo.
Owned in the following states/provinces	Arkansas
Estimated miles driven per year	---
Last reported odometer reading	9,685

CARFAX 1 OWNER

CARFAX Owner 1

Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register | View Terms**

Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported

Detailed History

Glossary

Owner 1

Purchased:	2013
Type:	Personal
Where:	Arkansas
Est. length owned:	11/29/13 - present (1 yr. 3 mo.)

Date:	Mileage:	Source:	Comments:
04/24/2013	5	Frank Fletcher Kia Bentonville, AR [redacted]	Vehicle offered for sale
05/03/2013	15	Frank Fletcher Kia Bentonville, AR [redacted]	Pre-delivery inspection completed Nitrogen fill tires
06/12/2013		Fletcher Automotive Group fletcherauto.com	Vehicle offered for sale
09/27/2013	49	Frank Fletcher Kia Bentonville, AR [redacted]	Engine/powertrain computer/module checked
11/29/2013		Frank Fletcher Kia Bentonville, AR [redacted]	Vehicle sold
11/29/2013		Arkansas Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle

01/29/2014		Arkansas Motor Vehicle Dept. Elkins, AR Title[redacted]	Title issued or updated First owner reported Loan or lien reported Vehicle color noted as Blue
06/27/2014	9,685	Frank Fletcher Kia Bentonville, AR [redacted]	Maintenance inspection completed Oil and filter changed
12/23/2014		Arkansas Motor Vehicle Dept. Elkins, AR Title #[redacted]	Registration issued or renewed Loan or lien reported Vehicle color noted as Blue

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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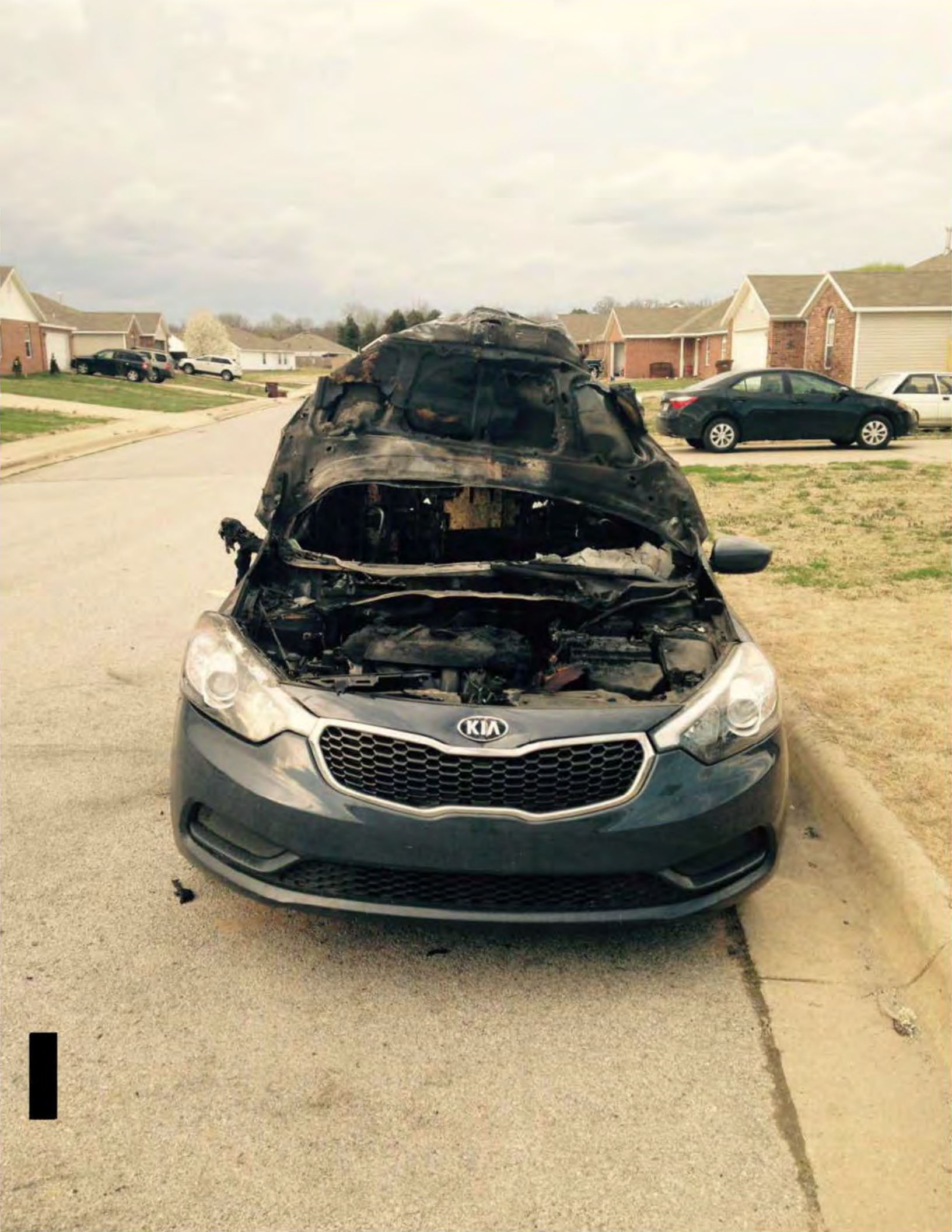
© 2015 CARFAX, Inc., a unit of IHS Inc. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
3/26/15 6:56:52 PM (EDT)


KIA

6/22/15
06:45:36
wsd079

Warranty Service Department
WARRANTY HISTORY INQUIRY

HILLEGASM
KIAPROD

VIN No : KNAFK4A68[redacted]

In Service Date: 0/00/00

Model . .
Series .

Repair Date	W T	Dlr No.	Repair Order#	Ver	Repair Labor Code	Causal Part	Mileage

I=Inquiry
F3=Exit F11=Summary/Detail
History For VIN Enter Is Not Found On File +

[redacted]

[redacted] HILLEGASMA
HILLEGASM

KIA MOTORS AMERICA
Campaign List by VIN

6/22/2015
06:45:40

Vehicle I.D : **KNAFK4A68**[redacted]

'C' Issue 'D' Number	D e s c r i p t i o n	Dealer Code	Repair Date	Dealer Type

C=Close D=Remove F3=Exit
No records for this VIN

[redacted]

CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2015 KIA FORTE LX
VIN: KNAFK4A68[redacted]
SEDAN 4 DR
1.8L I4 DIR DOHC 16V
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
Kia Motors America
[redacted]
Irvine, CA[redacted]

Branded Title: Salvage

2 Previous owners

Types of owners: Personal, Lease

Last owned in Kentucky

1,000 Last reported odometer reading

Worth **$2,080** less than retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 6/22/15 at 9:47:04 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this **2015 Kia Forte LX** based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	- $2,080	Begin by entering the retail book value
Enter retail book value here	Below retail book value	

Start by entering the retail book value from a pricing guide website.

This vehicle is worth less than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2014	2015
Type of owner	Personal	Lease
Estimated length of ownership	6 months	1 month
Owned in the following states/provinces	Kentucky	Kentucky
Estimated miles driven per year	---	---
Last reported odometer reading	6	1,000

CARFAX | Owner 1 | Owner 2

Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	No Problem	Alert! Problem Found
Not Actual Mileage | Exceeds Mechanical Limits	No Problem	No Problem

Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage DMV title problems reported.	No Issues Reported	Severe Damage
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported	No Recalls Reported

Detailed History

Glossary

Owner 1

Purchased:	2014
Type:	Personal
Where:	Kentucky
Est. length owned:	10/16/14 - 5/13/15 (6 months)

Date:	Mileage:	Source:	Comments:
10/16/2014	6	Kentucky Motor Vehicle Dept. Smilax, KY Title[redacted]	Title or registration issued First owner reported Titled or registered as personal vehicle

Owner 2

Purchased:	2015
Type:	Lease
Where:	Kentucky
Est. length owned:	5/13/15 - present (1 month)

Date:	Mileage:	Source:	Comments:
05/13/2015	1,000	Kentucky Motor Vehicle Dept. Lexington, KY Title [redacted]	New owner reported **SALVAGE TITLE/CERTIFICATE ISSUED** Titled or registered as lease vehicle

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

Glossary

View Full Glossary

Accident / Damage Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 6/22/15 at 9:47:04 AM (EDT). New data will result in a change to this report.

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Lease
When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Salvage Title
A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
6/22/15 9:47:04 AM (EDT)

[redacted]

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[redacted]

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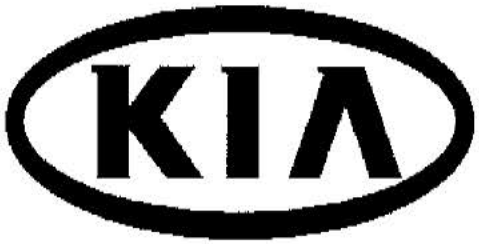

Kia of Cerritos
[redacted]
Cerritos, CA [redacted]
Fax [redacted]

Attn: Sam – Kia Motors Corp.

Vin # [redacted]

From: Theresa Collins

Number of pages including cover: 6

[redacted]

KIA OF CERRITOS

[redacted]

Phone: [redacted] Fax: [redacted]

BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted]-CLOSED
Cashier: [redacted]
Date Out: 12/17/2015
Status: REPRINT
Time-In: 14:07 Out: 15:35
Miles-In: 8538 Out: 8539

Customer: [redacted] Stock #: [redacted] VIN: KNAFK4A65[redacted] 2015 KIA FORTE BRO

[redacted]
LONG BEACH CA [redacted]

Sold By: ULISSES RODRIGUEZ
Delivered: 06/23/2015
In Service: 06/23/2015

Home [redacted] Work: [redacted] Cellular: 562-304-0242
E-mail: dns
Advisor: [redacted]-Travis Inkster Hat: 6269 Date In: 12/17/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[redacted] [INTERNAL]

VEHICLE TOWED IN- C/S BURNING SMELL COMING FROM CIGARETTE LIGHTER- FOUND AFTER MARKET CHARGING CABLE SHORTED OUT INSPECTED AT WRITE UP AND FOUND IPHONE CHARGING CABLE SHORTING OUT AND SPARKING/CAUSING SMOKE- TECH TO INSPECT FOR FURTHER DAMAGE- NO DAMAGE FOUND- REPLACED BURNT USB CHARGER AT NO COST TO CUSTOMER AS A ONE TIME GOODWILL

B [redacted] [INTERNAL]

C/S LOW IDLE- REQUEST FLIGHT RECORDER

C [redacted] [INTERNAL]

OKAY TO INSPECT TIRE PRESSURE. PRESS SET TO 34PSI
PURSUANT TO CALIF CODE THE CUSTOMER AUTHORIZES THE TIRES TO BE INFLATED TO RECC PRESSURE & BE RECORDED ON THE INVOICE
FRONT BRAKES 8MM REMAINING. REAR BRAKES 8MM REMAININ

---

*D [redacted] [INTERNAL]

SERVICE ALERT _____ TECHLINE CASE# [redacted]

Customer Total Due: 0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Preliminary estimate _____ + tax

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturers. Kia of Cerritos hereby expressly disclaims all warranties either, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Kia of Cerritos neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products. This disclaimer by Kia of Cerritos in no way affects the terms of the manufacturer's warranty.

Parts and labor are warrantied for 12 months or 12,000 miles, whichever comes first.

"All parts installed are new or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX [redacted]

Printed: 12/22/2015 01:13:36 PM

KIA OF CERRITOS

[redacted]

Phone: [redacted] Fax: [redacted]

BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted] CLOSED
Cashier: [redacted]
Date Out: 10/29/2015
Status: MODIFIED REPRINT
Time-In: 10:40 Out: 09:07
Miles-In: 6131 Out: 6141

Customer [redacted] Stock #: [redacted] VIN: KNAFK4A65[redacted] 2015 KIA FORTE BRO
[redacted]
Sold By: ULISSES RODRIGUEZ

LONG BEACH CA [redacted]
Delivered: 06/23/2015
Home: [redacted] Work: [redacted] Cellular: [redacted] In Service: 06/23/2015
E-mail: dns
Advisor [redacted] Travis Inkster Hat: 9403 Date In: 10/27/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[redacted] [CUSTOMER PAY]

MSTR4 Service Kit Total: 19.69

MASTERTECH OIL & FILTER CHANGE
Kit Charges - Taxable Parts: 14.59 Labor: 5.10
CHANGE OIL AND FILTER TOP OFF ALL FLUIDS
CHECK AND ADJUST TIRE PRESSURES
RESET OIL LIFE MONITOR IF EQUIPPED ON TURBO
LUBE STICKER FOR FOUR MONTHS AND 4,000 MILES
COURTESY CAR WASH
Parts: 4 5/20-5/30 5-20 5-30 OIL
1 PR/OIL FILTER KIA FACTORY OIL FILTER

Operation Total: 19.69

[CUSTOMER PAY]

B KSCP 002218 MSTR5 Service Kit Total: 15.00

MASTERTECH ROTATE TIRES
Kit Charges - Labor: 15.00
PERFORMED TIRE ROTATION AND SET TIRE PRESSURES

Operation Total: 15.00

[redacted] [INTERNAL]

OKAY TO INSPECT TIRE PRESSURE. PRESS SET TO 33PSI
PURSUANT TO CALIF CODE THE CUSTOMER AUTHORIZES THE TIRES TO
BE INFLATED TO RECC PRESSURE & BE RECORDED ON THE INVOICE
FRONT BRAKES 9 MM REMAINING. REAR BRAKES 9MM REMAINING

[redacted] [INTERNAL]

C/S VEHICLE WILL INTERMITTENTLY HESITATE WHEN TRYING TO
ACCELERATE AND VIBRATES EXCESSIVELY- ADVISE
TECH ROAD TESTED VEHICLE ASNDC COULD NOT DUP;ICATE CONCNERNS

[INTERNAL]

KIA OF CERRITOS

Phone [redacted] Fax [redacted]

BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted]-CLOSED
Cashier [redacted]
Date Out: 10/29/2015
Status: MODIFIED REPRINT
Time-In: 10:40 Out: 09:07
Miles-In: 6131 Out: 6141

Customer: [redacted] Stock #: [redacted] VIN: KNAFK4A6[redacted] 2015 KIA FORTE BRO
Sold By: ULISSES RODRIGUEZ

[redacted]
LONG BEACH CA [redacted]
Delivered: 06/23/2015
Home: [redacted] Work: [redacted] Cellular: [redacted] In Service: 06/23/2015
E-mail: dns
Advisor: [redacted] Travis Inkster Hat: [redacted] Date In: 10/27/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
*E [redacted]						
				COURTESY TRANSPORTATION PROVIDED		
				ENTERPRISE RENT A CAR PO: 29121		

Customer Pay Labor:	20.10
Customer Pay Parts:	14.59
Customer Pay Subtotal:	34.69
Customer Pay Sales Tax:	1.31
Customer Total Due:	36.00

MstrCrd: 36.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Preliminary estimate _____ + tax

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturers. Kia of Cerritos hereby expressly disclaims all warranties either, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Kia of Cerritos neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products. This disclaimer by Kia of Cerritos in no way affects the terms of the manufacturer's warranty.

Parts and labor are warranted for 12 months or 12,000 miles, whichever comes first.

"All parts installed are new or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX [redacted]

KIA OF CERRITOS

Phone [redacted] Fax [redacted]

BAR NO: ARD262435 EPA NO: CAL000352835

RO: [redacted] CLOSED
Cashier: [redacted]
Date Out: 08/27/2015
Status: REPRINT
Time-In: 10:24 Out: 08:45
Miles-In: 3550 Out: 3551

Customer: [redacted] Stock #: [redacted] VIN: KNAFK4A6[redacted] 2015 KIA FORTE BRO
[redacted]
Sold By: ULISSES RODRIGUEZ
LONG BEACH CA [redacted]
Delivered: 06/23/2015
Home: [redacted] Work: [redacted] Cellular: [redacted] In Service: 06/23/2015
E-mail: dns
Advisor: [redacted] ANTHONY PERRY Hat: 1435 Date In: 08/26/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[INTERNAL]

A [redacted]

OKAY TO INSPECT TIRE PRESSURE. PRESS SET TO_____ 33
PURSUANT TO CALIF CODE THE CUSTOMER AUTHORIZES THE TIRES TO
BE INFLATED TO RECC PRESSURE & BE RECORDED ON THE INVOICE
FRONT BRAKES 9 MM REMAINING. REAR BRAKES 9 MM REMAININ

[CUSTOMER PAY]

B [redacted] Labor Total: 0.00

C/S THAT THERE IS A RADDLING KNOSE COMMING FROM UNDER THE
HOOD ALSO THE CAR IS SHAKING
TECH DROVE 2 MILES AND COULD NOT DUPLICATE. TECK TIGHTEND
MOUNTS.

Operation Total: 0.00

[CUSTOMER PAY]

C [redacted] Labor Total: 0.00

TRYED TO DUPLACTE ON THE DRIVE DID NOT INPACTE

Operation Total: 0.00

[CUSTOMER PAY]

D [redacted] Labor Total: 0.00

24HR RENTAL CAR

Operation Total: 0.00

Customer Total Due: 0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

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Preliminary estimate _____ + tax

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TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX [redacted]

KIA OF CERRITOS

[redacted]

Phone[redacted] Fax[redacted]

BAR NO: ARD262435 EPA NO: CAL000352635

RO: [redacted] CLOSED
Cashier: [redacted]
Date Out: 08/14/2015
Status: REPRINT
Time-In: 12:52 Out: 13:39
Miles-In: 3039 Out: 3040

Customer: [redacted] Stock #: [redacted] VIN: KNAFK4A65[redacted] 2015 KIA FORTE BRO
[redacted]
Sold By: ULISSES RODRIGUEZ

LONG BEACH CA[redacted]
Delivered: 06/23/2015
Home: [redacted] Work: [redacted] Cellular: [redacted] In Service: 06/23/2015
E-mail: dns
Advisor: [redacted] Johnny Vieyra Mat: [redacted] Date In: 08/14/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price

[INTERNAL]

A KSINT [redacted]
OKAY TO INSPECT TIRE PRESSURE. PRESS SET TO__ 34
PURSUANT TO CALIF CODE THE CUSTOMER AUTHORIZES THE TIRES TO
BE INFLATED TO RECC PRESSURE & BE RECORDED ON THE INVOICE
FRONT BRAKES 10 MM REMAINING. REAR BRAKES 10 MM REMAIN

[INTERNAL]

B [redacted]
COMPLIMENTARY SERVICE
Kit Charges - Taxable Parts: 11.00 Labor: 7.00
CHECK AND ADJUST TIRE PRESSURES
TOP OFF ALL FLUIDS
CHANGE ENGINE OIL AND FILTER
COMPLIMENTARY CAR WASH
PERFORMED COMPLIMENTARY FIRST SERVICE
Parts: 1 [redacted] KIA OIL FILTER
4 [redacted] 5-20 5-30 OIL

Customer Total Due: 0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees' permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

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Preliminary estimate _____ + tax

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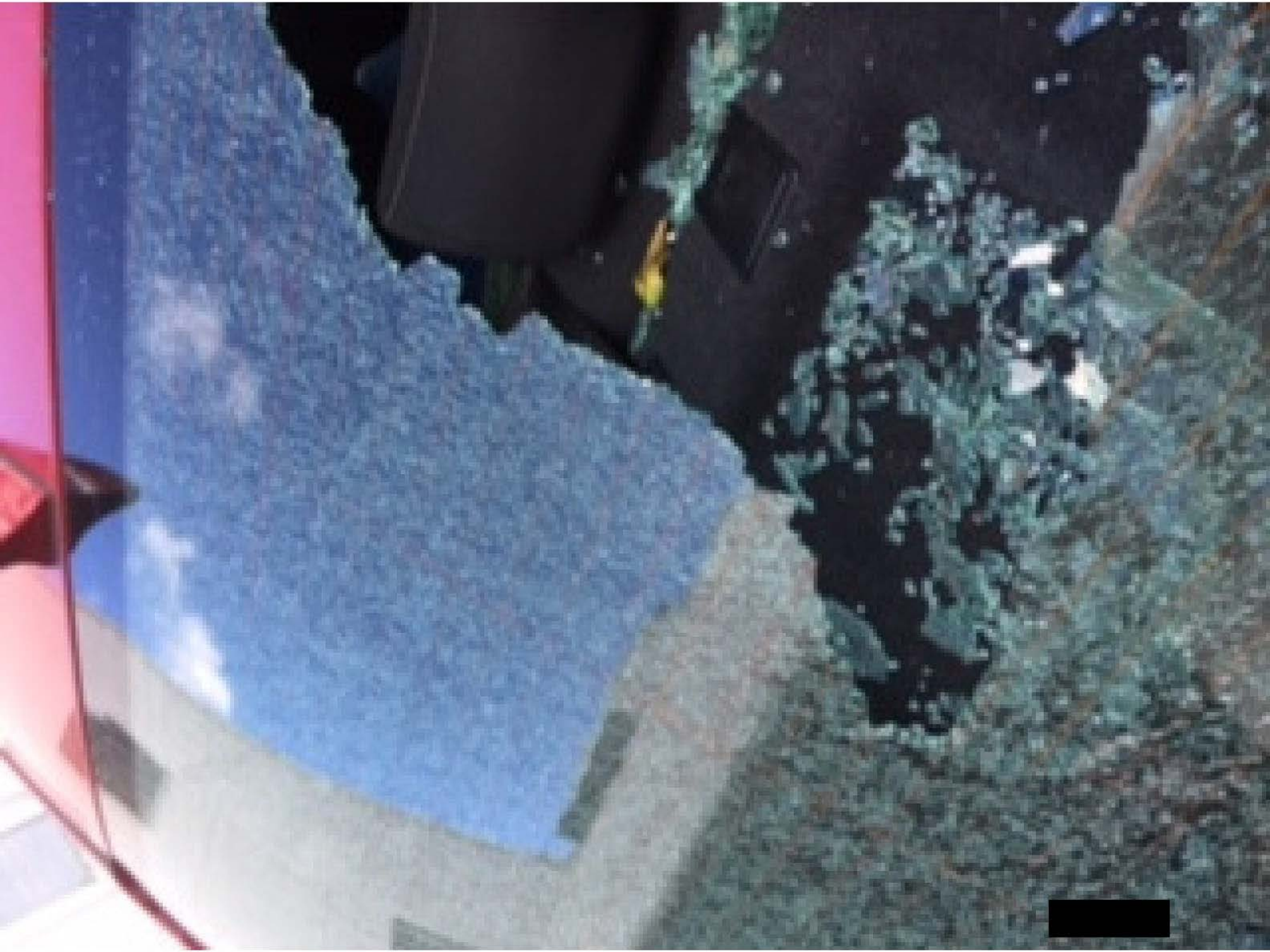
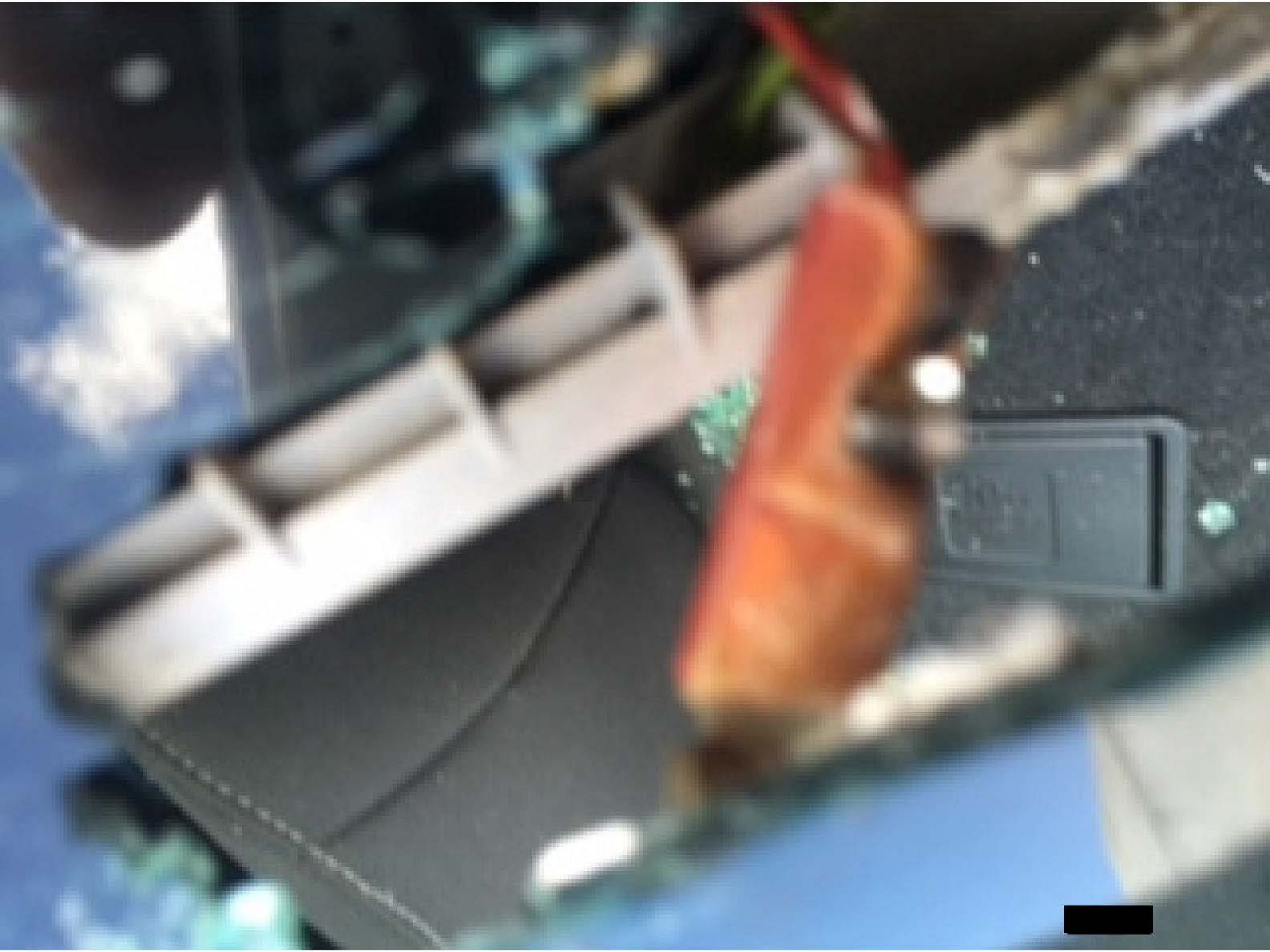
"All parts installed are new or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

PARTS FAX [redacted]





West Palm Beach KIA

[redacted]

WEST PALM BCH, FL [redacted]

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:30 am - 6:00 pm
Sat	7:30 am - 2:00 pm

MV-56065

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559-923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: ATB HUNTER WYMAN	Tag [redacted]	License X	FIRSTCLASS [redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] LOXAHATCHEE, FL [redacted] Home: [redacted]	[redacted] LOXAHATCHEE, FL [redacted] Home: [redacted]
For Office Use	**Vehicle Information**
Odometer in: 21905 Out: 21905 Dist: KIA W W Quote	15 KIA FORTE LX 4DR HBK
	Stock#: [redacted] Inv Amt [redacted]
Begin: 09/09/16 Done: 10/04/16 Invoiced: 10/25/16 08:49 AC	

Quote after Preliminary Bill Reprinted 1 times

Concern +23 Correction Parts Type: W	TEPH SEAL- REMOVE TINT SUBLET, REMOVE GLASS FROM BACK OF VEHICLE Part Number / PO# / Note / Description 040699 / REMOVE TINT Tech [redacted] DEFA, TECHNICIAN Line Flags: NOS	Operation / Tech Units / Amount SUBLET / 188 / 0.0 / 43.75 Qty / List / Sell 1 / 43.75 / 43.75 / 43.75 Subtotal SUBLET REPAIRS 43.75 LAB-MECHANICAL 43.75 TOTAL CHARGE FOR CONCERN 87.50
Concern 51 Cause Correction Parts Type: W	CUSTOMER STATES AT 4AM WHILE DRIVING, TURNED ON REAR WINDOW DEFROSTER. A MINUTE LATER THEY HEARD A "POP" CAUSING THE WINDOW TO SHATTER AND CONNECTOR WIRE CAUGHT ON FIRE, PLEASE CHECK CAUSE OF SHATTERED GLASS IS UNKNOWN, REAR DEFOGGER SHORTED CAUSING EXCESSIVE HEAT CAUSING FIRE NEW REAR WINDOW, SIDE TRIM AND CONECTING WIRES REPLACED-FNA: [redacted] Part Number / PO# / Note / Description [redacted] / TRIM ASSY-RR PILLAR GLASS ASSY-RR WIN AMP ASSY-GLASS ANTEN GROUND SIDE COIL Tech AQM FISHMAN, JOHN	Operation / Tech Units / Amount 99 / AQM / 0.0 / 0.00 Qty / List / Sell 1 / 32.62 / 32.62 / 32.62 1 / 371.34 / 371.34 / 371.34 1 / 96.01 / 96.01 / 96.01 1 / 21.33 / 21.33 / 21.33 Subtotal PARTS 521.60 TOTAL CHARGE FOR CONCERN 521.60

CUSTOMER SIGNATURE X

UCS©2004

PRE-FILL

[redacted]

Scanned by CamScanner

West Palm Beach KIA

[redacted]

WEST PALM BCH FL [redacted]

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:30 am - 6:00 pm
Sat	7:30 am - 2:00 pm

MV-56065

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Adv: ATB HUNTER WYMAN	Tag [redacted]	License X	KNAFX4A66 [redacted]	Page 1	Invoice [redacted]

Invoice to: [redacted]	**Driver/Owner:** [redacted]
Invoiced: 10/25/16 08:49:27 AC	15 KIA FORTE LX 4DR SDN

Summary of Charges for Invoice [redacted]		**Payment Distribution for Invoice** [redacted]	
PARTS	521.60	TOTAL CHARGE	609.10
SUBLET REPAIRS	43.75		
LAB-MECHANICAL	43.75	KIA WARRANTY	609.10
TOTAL CHARGE	609.10		

If you have any questions - please see HUNTER WYMAN
YOU MAY BE RECEIVING A SATISFACTION SURVEY FROM KIA MOTORS ABOUT YOUR VISIT TO WEST PALM BEACH KIA. IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE ASK FOR [redacted] OR CALL [redacted] THANK YOU.

CUSTOMER SIGNATURE X

UCS©2004

PRE-FILL

[redacted]

Scanned by CamScanner

TephSeal
Auto Appearance

[redacted] • Orlando, F[redacted]
[redacted] Fax: [redacted]

Single Car Invoice

Dealer: [redacted] West Palm Beach Kia
Account No: [redacted]
Region [redacted]
Piecework Detailers: Antonio Tillman
Hourly Detailer:

Invoice No [redacted]
Date: 09/20/2016 11:58 AM
RO Number: [redacted]
PO Number: REMOVE BROKEN WINDOW AND CLEAN UP
Type: Single Car

Year	Make	Model	Color	Stock#	VIN	Time
2015	Kia	Forte	Red	[redacted]	KNAFX4A66[redacted]	10:14 AM

Work Code	Work Completed	Amount $
RMTN	Remove back window	35.00
	Vaccum All glass up	
	Total Invoice Amount	35.00

Dealer Signature - tony

Inspected By

Antonio Tillman

[redacted]

Scanned by CamScanner

Consumer Assistance Center Case Report

Printed By: JMojica | **Case Number -** [redacted] | 09/13/2016 09:39:54 AM

Case Details

Title: 9/12/16: Cust alleges rear window caught on fire while driving

VIN: KNAFX4A66[redacted]
Mileage: 21905
Status: Working
Year:2015
Model:FORTE
Priority: Standard
Severity: Low
Call Source: Phone - English
Owner: Jeannie Mojica
Owner Email: [redacted]@kiausa.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Product Liability
Case Type Level4: Fire/Explosion

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted]
Address2:
City: Loxahachee
State: FL
Zip [redacted]
Email:

Dealer Details

Code: [redacted]
Name: West Palm Beach Kia

Case History

*** NOTES 09/12/2016 12:29:28 PM (Local Time) JFlick Action Type: Dealer contact
wrtr states: LVM
1. Do not touch vehicle until NCA contacts you with guidance, Case # 800#
[!<For Internal Use Only:
Advised to not touch vehicle until given further guidance >!]

*** NOTES 09/12/2016 12:31:42 PM (Local Time) JFlick Action Type: Dealer contact
CTA:
1. Cust alleges rearwindow caught on fire
2. Vehicle is currently down at [redacted]
3. Cust is requesting a vehicle or hers to be repaired
4. Please contact cust with resolution
[!<For Internal Use Only:
>!]

*** PHONE LOG 09/12/2016 12:33:21 PM (Local Time) JFlick Action Type:
cust states:
1. rear windshield caught on fire on my way to work
2. at W Palm Beach Fl is where the vehicle is located
3. Got it in feburary i believe, from Off Lease 11k miles on it when i got it
4. only has 21K, i had gassed up the afternoon before this went
5. Plastic is melted and the back glass shattered and exploded

wrtr states:
1. apologize
2. where the vehicle located
3. who did you speak with at dlr
4. what did they advise

Cust states:
1 [redacted] Serv Manager at the kia in w palm beach fl
2. for me to call KCAC to report it

[redacted]

Case History

wrtr states:
1. Will be dispatching to NCA
2. They will be in touch in 2-3 business days
3. Verified Contact info with cust and gave case number

[!<For Internal Use Only:
>!]

*** CASE DISPATCHED 09/12/2016 12:33:26 PM (Local Time) JFlick
from WIP Inbox to Queue National CA.

*** CASE ACCEPTED 09/13/2016 06:45:42 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 09/13/2016 08:29:55 AM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to SM Mark:
1. SM stated defroster is fried.
2. SM stated 1 previous repair: window seal was leaking and dlr had it replaced.
3. Wtr to send email requesting RO.
[!<For Internal Use Only:
>!]

*** PHONE LOG 09/13/2016 08:31:11 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, September 13, 2016 9:31 AM
To: 'markellison@[redacted]
Subject: [redacted] KNAFX4A66[redacted] 2015 Forte

Mark,

Per our conversation, please send me the RO for the seal that was replaced.

Thank you,

[!<For Internal Use Only:
>!]

*** PHONE LOG 09/13/2016 09:39:45 AM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in ref to veh.
2. Case was escalated to NCA, wtr will be handling case.
3. I have received pictures from dlr.
4. I will be reviewing your case with my engineer to provide you and the dlr with more info once available.

Customer:
1. Ok, yes I spoke to someone yesterday about the car and they said it was going to national.
2. It was a scary situation.
3. I just want my car back though.

Wtr:
1. Apologized.
2. Kia does not take this lightly and will be looking further into it.
3. I will call you again once more info is available.
4. Thanked and disconnected.
[!<For Internal Use Only:
>!]

Attachments to Case:

File Name	Location
[redacted] Pictures.pdf	\\copubs\ClarifyObj\CA_Attachment[redacted] Pictures.pdf

**********_End Case Report K3274594_ **********

[redacted]

GOODWILL CHECKLIST

Customer [redacted]	File / Clarify # [redacted]

	Dates
Compliance date (e.g., state arbitration, mandated BBB, state filing fee) if applicable	
To meet compliance date, region must have check(s) by	
Date region completed package	
Date NCA reviewed package	
A minimum of 10 business days is required for a priority package to be processed	

√	**Check and include all documents that apply in order listed below**
✓	Checklist
✓	Signature Page – Kia Request for Goodwill Assistance (AS400)
	Repurchase Analysis Form (RAF) (if applicable)
	Score Card
	ANY GOODWILL OVER $500.00 REQUIRES A SIGNED OFFER LETTER OR RELEASE
	ANY GOODWILL OVER $1,200.00 REQUIRES A SIGNED RELEASE

(AG) Attorney General/State Case Settlement or (BB) BBB Case Settlement Prior to Arbitration
- ❑ AG/ State or BBB documentation
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(LS) Legal Settlement: Settled prior to a lawsuit or (LL) Legal Settlement: Settled after lawsuit has been filed
- ❑ Attorney Demand Letter & Settlement Letter (e-mail acceptance of offer is OK) or Legal Notice of Case Settlement (from KMA Legal Dept)
- ❑ RO Recap & Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(MR) Multiple Repairs – 2 or more repairs for the same or different repairs
- ❑ RO Recap
- ❑ Repair Orders
- ❑ Techline or FTR Reports (if applicable)

(CS) Customer Satisfaction
ONLY WHEN NO OTHER CATEGORY IS APPLICABLE
Other: Documents to support customer satisfaction decision

(DS) Days Out of Service – Any single RO that is open 15 days or more
- ❑ RO Recap & Repair Orders
- ❑ If days down on a single RO is 15 days or more, provide DPSM explanation or an RAF
- ❑ If days down were due to backordered part(s), provide parts order form from the dealer
- ❑ Techline or FTR Reports (if applicable)

(PL) Product Liability or (SS) Subrogation
- ❑ Demand Letter from Attorney or Insurance Company
- ❑ Legal Notice of Case Settlement (from KMA Legal Dept) or Settlement Letter (if settled by Region)
- ❑ RO Recap
- ❑ Repair Orders

(RT) Repair/Towing or (RV) Rental Reimbursement
- ☒ Repair, Towing, or Rental Receipt
- ❑ Repair Order (if applicable)

(CR) Campaign/Recall Repair Reimbursement
- ❑ Repair Receipt
- ❑ Repair Order from Kia Dealer (showing recall completed)

(SF) State Filing Fee
- ❑ State Documentation

☒ COPIES OF ALL CLARIFY CASES ARE REQUIRED IN PACKAGE

NOTES:
1. When reimbursing customer for car payments, please provide proof of monthly car payment.
2. For JM&A Maintenance/Extended Service Contracts – Please include rate sheet and copy of contract.

11/23/16 15:08:46 Kia Motors America Page: 1
MOJICAJ Request for Goodwill Assistance [redacted]

CASE: [redacted] 1 CLRFY: [redacted] KNAFX4A66[redacted] [redacted]
RSP DLR: [redacted] DIST: 01 REGION: NA MODEL: 2015 FORTE LX
WARRANTY START DATE: 1/28/15 MILES: 021905
REASON FOR GOODWILL: RT REPAIR/TOWING REIMBURSEMENT
CAUSE: MS MISC
PART#: [redacted]
PART DESC: GLASS ASSY-RR WDW NATIONAL RCVD REQST: 00 00 00
SPECIFIC OFFER: CH CASH SETTLEMENT NATIONAL SENT CHECK: 00 00 00

==========

GOODWILL COMMENTS:
11/23/16 JM: CUSTOMER CONTACTED KMA DUE TO CONCERN WITH REAR WINDOW. CUSTOM
ER STATED REAR WINDOW EXPERIENCED THERMAL EVENT. FTS INSPECTED VEH AND WAS
UNABLE TO DETERMINE IF IT WAS DEFECTIVE. NCA AUTHORIZED REPAIR AS GW. DLR T
O BE REIMBURSED ON PARTS STATEMENT.

==========

CHECK REQUEST: MAKE CHECK PAYABLE TO:
WEST PALM BEACH KIA DEALER CODE: [redacted]

WEST PALM BEACH [redacted]

TOTAL AMOUNT: $ 609.1[redacted]

GWGWGWGWGWGWGWGWGWGWGWG[redacted]GWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWGWG

JEANNIE MOJICA _____ DATE: 11/23/16

JEFF STROUP _____ DATE: _____

* * * * * 51525210 - GOODWILL EXPENSE * * * * *

[redacted]

West Palm Beach KIA

[redacted]

WEST PALM BCH, FL [redacted]

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:30 am - 6:00 pm
Sat	7:30 am - 2:00 pm

MV-56065

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Adv: ATB HUNTER WYMAN	Tag [redacted]	License X	KNAFX4A6[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] LOXAHATCHEE, FL [redacted] Home [redacted]	[redacted] LOXAHATCHEE, FL [redacted] Home: [redacted]
For Office Use	**Vehicle Information**
Odometer In: 21905 Out: 21905 Dist: KIA W W Quote	15 KIA FORTE LX 4DR SDN
	Stock#: [redacted] Inv [redacted]
Begin: 09/09/16 Done: 10/04/16 Invoiced: 10/25/16 08:49 AM	

Quote after Preliminary Bill Reprinted 1 times

Concern +23	TEPH SEAL- REMOVE TINT				Operation	Tech Units	Amount
Correction	SUBLET, REMOVE GLASS FROM BACK OF VEHICLE				SUBLET	188 0.0	43.75
Parts	Part Number	PO#	Note	Description	Qty	List	Sell	
		[redacted]		REMOVE TINT	1	43.75	43.75	43.75
	Tech [redacted] DEFA, TECHNICIAN							
					Subtotal			
					SUBLET REPAIRS			43.75
					LAB-MECHANICAL			43.75
Type: W	Line Flags: NOS				TOTAL CHARGE FOR CONCERN			87.50

Concern 51	CUSTOMER STATES AT 4AM WHILE DRIVING, TURNED ON REAR WINDOW DEFROSTER. A MINUTE LATER THEY HEARD A "POP" CAUSING THE WINDOW TO SHATTER AND CONNECTOR WIRE CAUGHT ON FIRE, PLEASE CHECK				Operation	Tech Units	Amount
Cause	CAUSE OF SHATTERED GLASS IS UNKNOWN, REAR DEFOGGER SHORTED CAUSING EXCESSIVE HEAT CAUSING FIRE				99	AQM 0.0	0.00
Correction	NEW REAR WINDOW, SIDE TRIM AND CONECTING WIRES REPLACED-IWA: PB100498K						
Parts	Part Number	PO#	Note	Description	Qty	List	Sell	
	[redacted]			TRIM ASSY-RR PILLAR	1	32.02	32.02	32.02
				GLASS ASSY-RR WDW	1	371.34	371.34	371.34
				AMP ASSY-GLASS ANTEN	1	96.01	96.01	96.01
				GROUND SIDE COIL	1	21.33	21.33	21.33
	Tech AQM FISHMAN, JOHN							
					Subtotal			
					PARTS			521.60
Type: W					TOTAL CHARGE FOR CONCERN			521.60

CUSTOMER SIGNATURE X

West Palm Beach KIA

[redacted]

WEST PALM BCH, FL [redacted]

GUARANTEED SATISFACTION!

SERVICE HOURS	
Mon - Fri	7:30 am - 6:00 pm
Sat	7:30 am - 2:00 pm

MV-56065

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections [redacted] is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Adv: ATB HUNTER WYMAN	Tag [redacted]	License X	KNAFX4A6[redacted]	Page 2	Invoice [redacted]

Invoice to: [redacted]	**Driver/Owner:** [redacted]
Invoiced: 10/25/16 08:49:27 AC	15 KIA FORTE LX 4DR SDN

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	521.60	TOTAL CHARGE	609.10
SUBLET REPAIRS	43.75		
LAB-MECHANICAL	43.75	KIA WARRANTY	609.10
TOTAL CHARGE	609.10		

If you have any questions - please see HUNTER WYMAN
YOU MAY BE RECEIVING A SATISFACTION SURVEY FROM KIA MOTORS ABOUT YOUR VISIT TO WEST PALM BEACH KIA. IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE ASK FOR MARK ELLISON OR CALL [redacted] THANK YOU.

CUSTOMER SIGNATURE X

Description
F 35502
TER ASSY-ENGINE
ET
OIL

TephSeal
Auto Appearance
www.tephseal.com
[redacted] • Orlando, FL [redacted]
[redacted] Fax: [redacted]

Single Car Invoice

Dealer: [redacted] West Palm Beach Kia
Account No: [redacted]
Region [redacted]
Piecework Detailers: Antonio Tillman
Hourly Detailer:

Invoice No: [redacted]
Date: 09/20/2016 11:58 AM
RO Number: [redacted]
PO Number: REMOVE BROKEN WINDOW AND CLEAN UP
Type: Single Car

Year	Make	Model	Color	Stock#	VIN	Time
2015	Kia	Forte	Red	[redacted]	KNAFX4A66[redacted]	10:14 AM

Work Code	Work Completed	Amount $
RMTN	Remove back window	35.00
	Vaccum All glass up	
	Total Invoice Amount	35.00

Dealer Signature - tony

Inspected By

Antonio Tillman

Consumer Assistance Center Case Report

Printed By: JMojica | Case Number [redacted] | 11/23/2016 03:09:20 PM

Case Details

Title: 9/12/16: Cust alleges rear window caught on fire while driving

VIN: KNAFX4A66[redacted]
Mileage: 21905
Status: Working
Year:2015
Model:FORTE
Priority: Standard
Severity: Low
Call Source: Phone - English
Owner: Jeannie Mojica
Owner Email: [redacted]kiausa.com
Case Type Level1: Complaint
Case Type Level2: Quality
Case Type Level3: Product Liability
Case Type Level4: Fire/Explosion

Contact Details

Name: [redacted]
Phone: [redacted]
Alt Phone:
Fax:
Address1: [redacted]
Address2:
City: Loxahachee
State: FL
Zip: [redacted]
Email:

Dealer Details

Code: [redacted]
Name: West Palm Beach Kia

Case History

*** NOTES 09/12/2016 12:29:28 PM (Local Time) JFlick Action Type: Dealer contact
wrtr states: LVM
1. Do not touch vehicle until NCA contacts you with guidance, Case # 800#

*** NOTES 09/12/2016 12:31:42 PM (Local Time) JFlick Action Type: Dealer contact
CTA:
1. Cust alleges rearwindow caught on fire
2. Vehicle is currently down at [redacted]
3. Cust is requesting a vehicle or hers to be repaired
4. Please contact cust with resolution

*** PHONE LOG 09/12/2016 12:33:21 PM (Local Time) JFlick Action Type:
cust states:
1. rear windshield caught on fire on my way to work
2. at W Palm Beach Fl is where the vehicle is located
3. Got it in feburary i believe, from Off Lease 11k miles on it when i got it
4. only has 21K, i had gassed up the afternoon before this went
5. Plastic is melted and the back glass shattered and exploded

wrtr states:
1. apologize
2. where the vehicle located
3. who did you speak with at dlr
4. what did they advise

Cust states:
1. Mark Ellison Serv Manager at the kia in w palm beach fl
2. for me to call KCAC to report it

wrtr states:
1. Will be dispatching to NCA
2. They will be in touch in 2-3 business days

Case History
3. Verified Contact info with cust and gave case number

*** CASE DISPATCHED 09/12/2016 12:33:26 PM (Local Time) JFlick
from WIP Inbox to Queue National CA.

*** CASE ACCEPTED 09/13/2016 06:45:42 AM (Local Time) JeffStroup
from Queue National CA to WIP Inbox/Need To Call.

*** PHONE LOG 09/13/2016 08:29:55 AM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to SM Mark:
1. SM stated defroster is fried.
2. SM stated 1 previous repair: window seal was leaking and dlr had it replaced.
3. Wtr to send email requesting RO.

*** PHONE LOG 09/13/2016 08:31:11 AM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, September 13, 2016 9:31 AM
To: 'markellison[redacted]
Subject[redacted]KNAFX4A66[redacted]2015 Forte

Mark,

Per our conversation, please send me the RO for the seal that was replaced.

Thank you,

*** PHONE LOG 09/13/2016 09:39:45 AM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in ref to veh.
2. Case was escalated to NCA, wtr will be handling case.
3. I have received pictures from dlr.
4. I will be reviewing your case with my engineer to provide you and the dlr with more info once available.

Customer:
1. Ok, yes I spoke to someone yesterday about the car and they said it was going to national.
2. It was a scary situation.
3. I just want my car back though.

Wtr:
1. Apologized.
2. Kia does not take this lightly and will be looking further into it.
3. I will call you again once more info is available.
4. Thanked and disconnected.

*** EMAIL OUT 09/13/2016 09:51:35 AM (Local Time) JMojica Action Type: External email
You have been sent a Kia Consumer Assistance Case for your reference and action as may be noted in the Case. If it has been sent to you in error, please notify the Kia Consumer Affairs Dept. a[redacted]AND delete this email.

The attached Case is the exclusive property of Kia Motors America and is a Confidential And Proprietary document. It is not to be distributed or disseminated to any third party without the express written consent of Kia Motors America.

<<File Attachment: \\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JMojica_09-13-2016103951.doc>>

*** PHONE LOG 09/14/2016 12:29:36 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Tuesday, September 13, 2016 11:47 AM
To: Mojica, Jeannie [KMA]
Subject: RE[redacted] KNAFX4A66[redacted]2015 Forte

I will be glad to it's in the file room I will send for it but it may be tomorrow

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 09/14/2016 12:40:58 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for SM Mark:
1. Per KMA engineer, if veh has been diagnosed dlr can move forward with repairs.

Case History
2. Please c/b or email if you have any questions.

*** PHONE LOG 09/14/2016 12:46:10 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Wednesday, September 14, 2016 1:46 PM
To: Mojica, Jeannie [KMA]
Cc: nicholassciorsci; Bayless, Phillip [KMA]
Subject: RE[redacted]KNAFX4A66[redacted] 2015 Forte Caught Fire

Here is the original RO where we did a sublet repair and had a rear seal installed for a water leak

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 09/14/2016 12:48:08 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Wednesday, September 14, 2016 1:48 PM
To: 'richardellison'
Cc: nicholassciorsci; Bayless, Phillip [KMA]
Subject: RE[redacted]KNAFX4A66[redacted]2015 Forte Caught Fire

Mark,

Please proceed with diagnosing the vehicle/performing warranty repairs as needed.

Thank you,

*** PHONE LOG 09/16/2016 12:55:17 PM (Local Time) JMojica Action Type: Outgoing call
Wtr:
1. Calling in ref to veh.
2. Advised dlr has diag'd veh.
3. Dlr will proceed with W repairs.

Customer:
1. Do you know what happened?
2. It was so scary when this happened.

Wtr:
1. Apologized.
2. It appears that the part malfunctioned.
3. It is unfortunate, but W will cover it.
4. Dlr will be in touch with you about repairs.
5. Thanked and disconnected.

*** PHONE LOG 09/16/2016 12:58:46 PM (Local Time) JMojica Action Type: Outgoing call
Wtr spoke to SM Mark:
1. SM stated repairs are underway.
2. SM stated it might be on the company that did the previous glass repair through out dlr. However, we are gonna get the customer taken care of and then address is accordingly with that co.
3. Wtr stated, yes please ge[redacted] taken care of and we can figure out the rest after.
4. Wtr advised will f/u next week, thanked and disconnected.

*** PHONE LOG 09/29/2016 12:58:31 PM (Local Time) JMojica Action Type: Outgoing call
Wtr left VM for SM Mark requesting c/b.

*** PHONE LOG 09/30/2016 07:11:53 AM (Local Time) JMojica Action Type: Incoming call
SM Mark left VM:
1. Long story short, the glass arrived Wednesday.
2. It is being repaired today (Thursday) and we should be able to deliver it today (thurs).
3. If you have any questions give me a c/b.

*** NOTES 09/30/2016 03:31:05 PM (Local Time) JMojica Action Type: Dealer contact
TREAD review complete.

*** PHONE LOG 10/06/2016 01:35:48 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Friday, September 30, 2016 11:27 AM
To: Mojica, Jeannie [KMA]
Cc: Bayless, Phillip [KMA]; Kong, Esther [KMA]; nicholassciorsci; ariellachavez; Andrea Schultz
Subject: RE:[redacted]KNAFX4A66[redacted]2015 Forte

Ok this is DONE

Case History
I know you said to do this as a Good Will claim since Chris was unable to fault any prior repair

Do I need a PWA since this is a glass claim ?

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 10/06/2016 01:36:40 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, October 06, 2016 2:36 PM
To: 'richardellison'
Cc: Bayless, Phillip [KMA]; Kong, Esther [KMA]; nicholassciorsci; ariellachavez; Andrea Schultz
Subject: RE: [redacted] KNAFX4A66[redacted] 2015 Forte

Mark,

Please send me a copy of the RO so I can have your dealership reimbursed on the parts statement.

Thank you,

*** PHONE LOG 10/13/2016 12:23:02 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Monday, October 10, 2016 5:41 AM
To: Mojica, Jeannie [KMA]
Cc: Bayless, Phillip [KMA]; Kong, Esther [KMA]; nicholassciorsci; ariellachavez; Andrea Schultz
Subject: RE[redacted] KNAFX4A66[redacted] 2015 Forte

I will be happy to this glass is Nationally backordered

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 10/13/2016 12:24:03 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, October 13, 2016 1:23 PM
To: 'richardellison'
Cc: Bayless, Phillip [KMA]; Kong, Esther [KMA]; nicholassciorsci; ariellachavez; Andrea Schultz
Subject: RE[redacted] KNAFX4A66[redacted] 2015 Forte

Mark,

Do you have an ETA on the part?

Thank you,

*** PHONE LOG 10/24/2016 02:22:05 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Thursday, October 13, 2016 2:46 PM
To: Mojica, Jeannie [KMA]
Cc: Bayless, Phillip [KMA]; Kong, Esther [KMA]; nicholassciorsci; ariellachavez; Andrea Schultz
Subject: RE:[redacted] KNAFX4A66[redacted] 2015 Forte

It was delivered 10/4/2016
what do you need from me since it's Good Will claim paid ?

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 10/24/2016 02:22:23 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison[redacted]
Sent: Thursday, October 13, 2016 3:06 PM
To: Mojica, Jeannie [KMA]
Subject:[redacted] KNAFX4A66[redacted] 2015 Forte

Case History

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 10/24/2016 02:24:14 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Monday, October 24, 2016 3:24 PM
To: 'richardellison'
Subject: RE [redacted] KNAFX4A66 [redacted] 2015 Forte

Mark,

I can't read the RO and I will also need it to have the total owed listed and I will need a copy of the sublet invoice(s) as well.

Thank you,

*** PHONE LOG 11/01/2016 02:05:16 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: richardellison [redacted]
Sent: Tuesday, October 25, 2016 6:06 AM
To: Mojica, Jeannie [KMA]
Cc: ariellachavez
Subject: RE: [redacted] KNAFX4A66 [redacted] 2015 Forte

This should be better

Mark Ellison
West Palm Beach Kia
Fixed Operations Director
[redacted]

*** PHONE LOG 11/01/2016 02:07:21 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Tuesday, November 01, 2016 3:07 PM
To: 'richardellison'
Cc: ariellachavez
Subject: RE: [redacted] KNAFX4A66 [redacted] 2015 Forte

Mark,

Yes, its better -thank you! But I also need the sublet invoice for the $43.75.

*** PHONE LOG 11/10/2016 12:32:16 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: ariellachavez [redacted]
Sent: Wednesday, November 02, 2016 9:17 AM
To: Mojica, Jeannie [KMA]
Cc: nicholassciorsci
Subject: RE [redacted] KNAFX4A66 [redacted] 2015 Forte

By the way, Mark is no longer with the company.
I attached Nick Sciorsci who is the new service director.

Thank you

Ariella Chavez
Service Department
ariellachavez [redacted]

*** PHONE LOG 11/10/2016 12:32:30 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, November 10, 2016 12:32 PM
To: 'ariellachavez'
Cc: nicholassciorsci
Subject: RE: [redacted] KNAFX4A66 [redacted] 2015 Forte

Thank you! But the sublet listed is $43 and change and this invoice says $35...?

*** PHONE LOG 11/17/2016 03:20:52 PM (Local Time) JMojica Action Type: Ltr/email/fax rec'd
From: ariellachavez [redacted]

Case History
Sent: Thursday, November 10, 2016 12:35 PM
To: Mojica, Jeannie [KMA]
Cc: nicholassciorsci
Subject: RE: [redacted] KNAFX4A66[redacted] 2015 Forte

oops. that is because our sublet markup is normally 25%. it probably shoud not have been applied here.

Ariella Chavez
Service Department
ariellachave[redacted]

*** PHONE LOG 11/17/2016 03:26:40 PM (Local Time) JMojica Action Type: Ltr/email/fax sent
From: Mojica, Jeannie [KMA]
Sent: Thursday, November 17, 2016 3:27 PM
To: 'ariellachavez'
Cc: nicholassciorsci
Subject: RE: [redacted] KNAFX4A66[redacted] 2015 Forte

Arriella,

I do have to go based off the sublet invoice... Sorry!

Thank you,

Attachments to Case:

File Name	Location
[redacted] Pictures.pdf	\\copubs\ClarifyObj\CA_Attachments\Luther[redacted] Pictures.pdf
Email Attachment 09/13/2016 09:39:48 AM	\\copubs\ClarifyOBJ\CA_Attachments\SendHistory\Case_[redacted]_JMojica_09-13-2016103951.doc
[redacted] RO.pdf	\\copubs\ClarifyObj\CA_Attachments\Luther-[redacted] RO.pdf
[redacted] Sublet Inv..pdf	\\copubs\ClarifyObj\CA_Attachments\Luther-[redacted] Sublet Inv..pdf

**********_End Case Report_ [redacted] **********

Accident Report

Case [redacted]

Report Details

***** End *****

1. Who Owns the Vehicle?
<Provide Owner Name, Address, and Phone>
[redacted] Loxahachee, FL [redacted]

2. Who Was Driving the Vehicle and how many passengers were there, if any?
<Provide Driver's Name, Address, and Phone>
[redacted] Loxahachee, FL [redacted] Taking my boyfriend to work and I was going to head into work

3. Do You Own the Vehicle?
No

4. What is the Age of the Driver?
[redacted] *ver's Age>*

5. What Was the Date and Time of the Accident?
<DATE> and <TIME>
9/9/16 630am

6. Describe the Road Weather Conditions at the Time of the Accident.
<ROAD WEATHER CONDITIONS>
It was clear

7. What Speed was the Vehicle Traveling?

<VEHICLE SPEED>
15-20 MPH

8. Were any Other Vehicles Involved in the Accident?
No

9. Were There Any Injuries?
No

10. Was Anyone Taken by Ambulance to The Hospital?
No

11. Is Anyone Currently Under Medical Attention for this Incident?
No

12. Describe the Incident in Detail, including the approximate vehicle speeds
<INCLUDE street names, location, all vehicles involved, what part of the vehicles were damaged>
C Street, Loxahachee, FL was taking my boyfriend to work and heard a pop it sounded like a damn gun going off, boyfriend said it sounded like at rock, we pulled over and saw the fire, boyfriend put it out and i drove it back home immediately

13. Were the Police Contacted?
No

16. Was the Insurance Company Contacted?
Yes, <Name, Address, and Phone of Insurance Company, Policy #, and Claim #>
Geico, GEICO
[redacted] Underwriting
[redacted]

17. Have You Settled With the Insurance Company?
No

18. Was the Vehicle Driven or Towed From the Scene?
Towed

19. Where is the Vehicle Now?
<VEHICLE LOCATION>
Vehicle is located at the W Palm Beach Kia [redacted]

20. Have Any Repairs Been Completed?
No

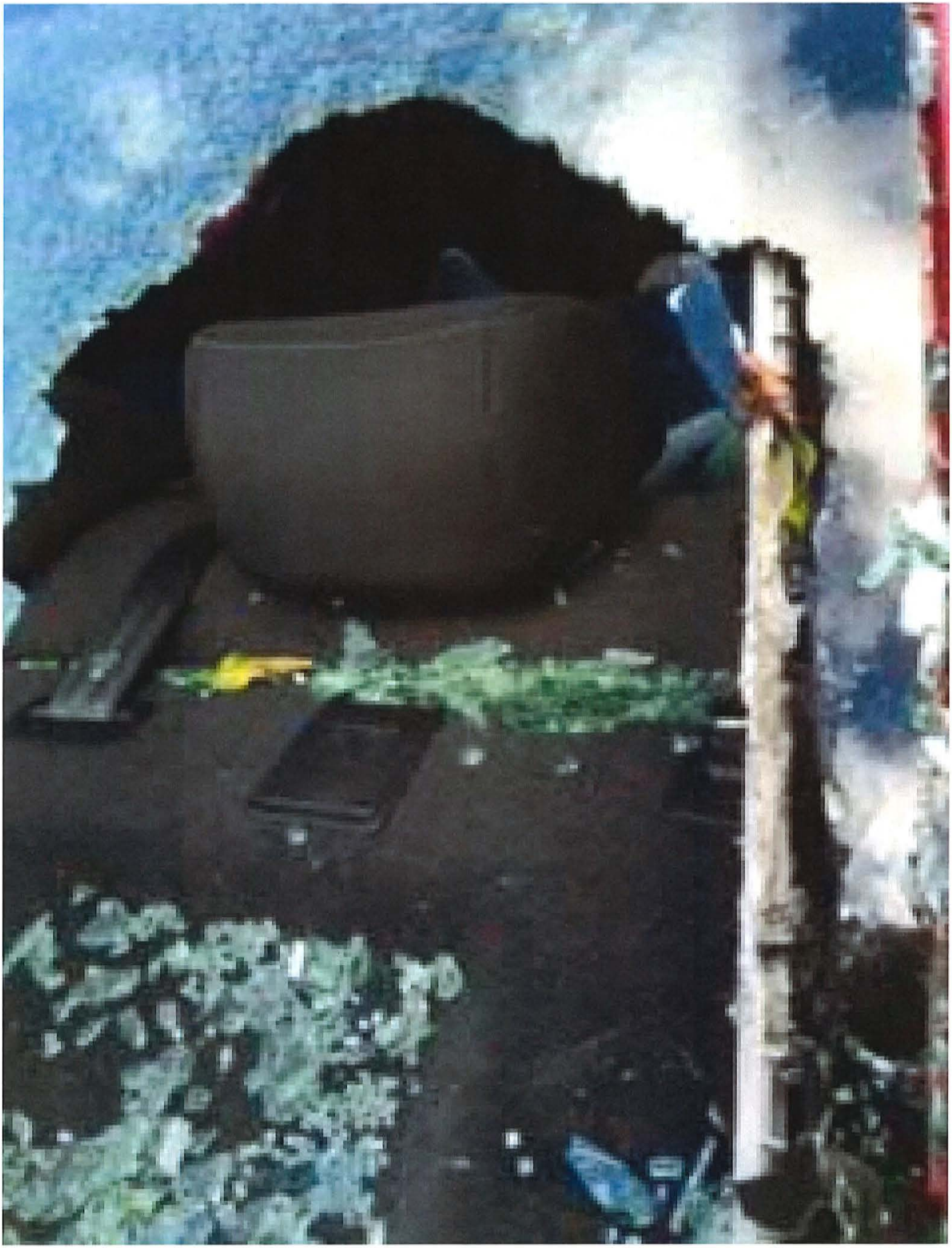
21. Were Parties Wearing Seatbelts?
Yes

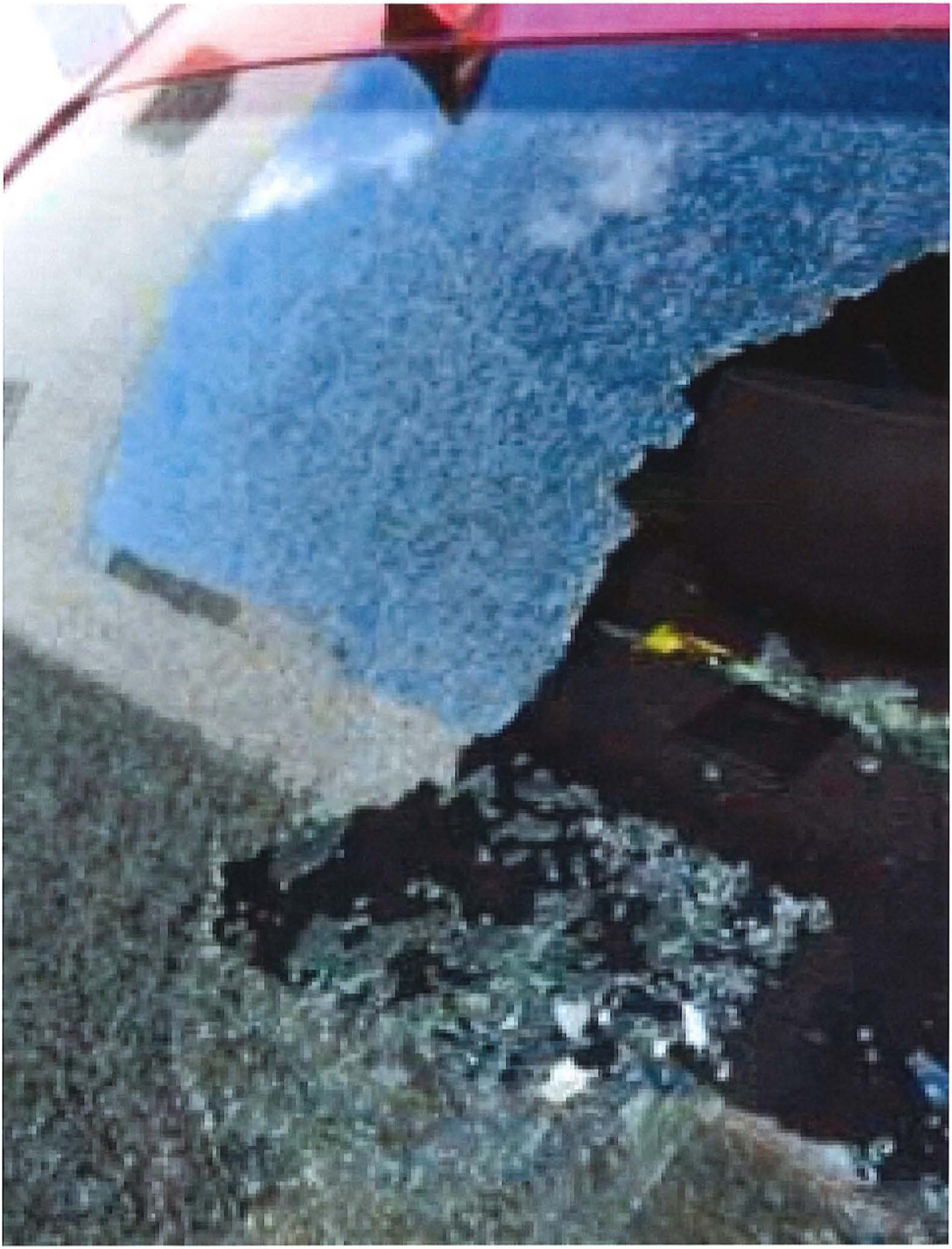
22. Did the Airbag(s) Deploy?
No

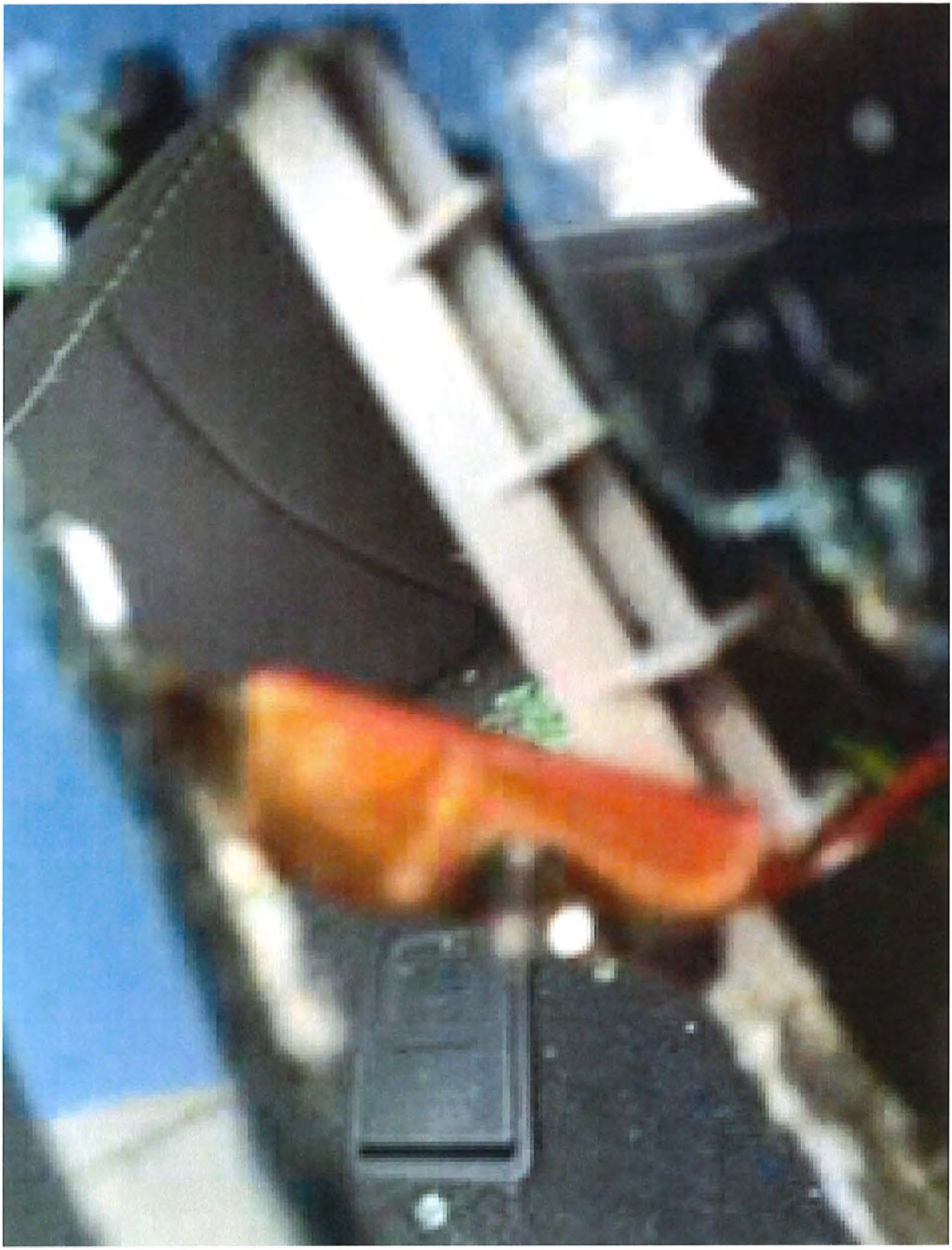
23. Was Airbag Light on prior to accident?
No

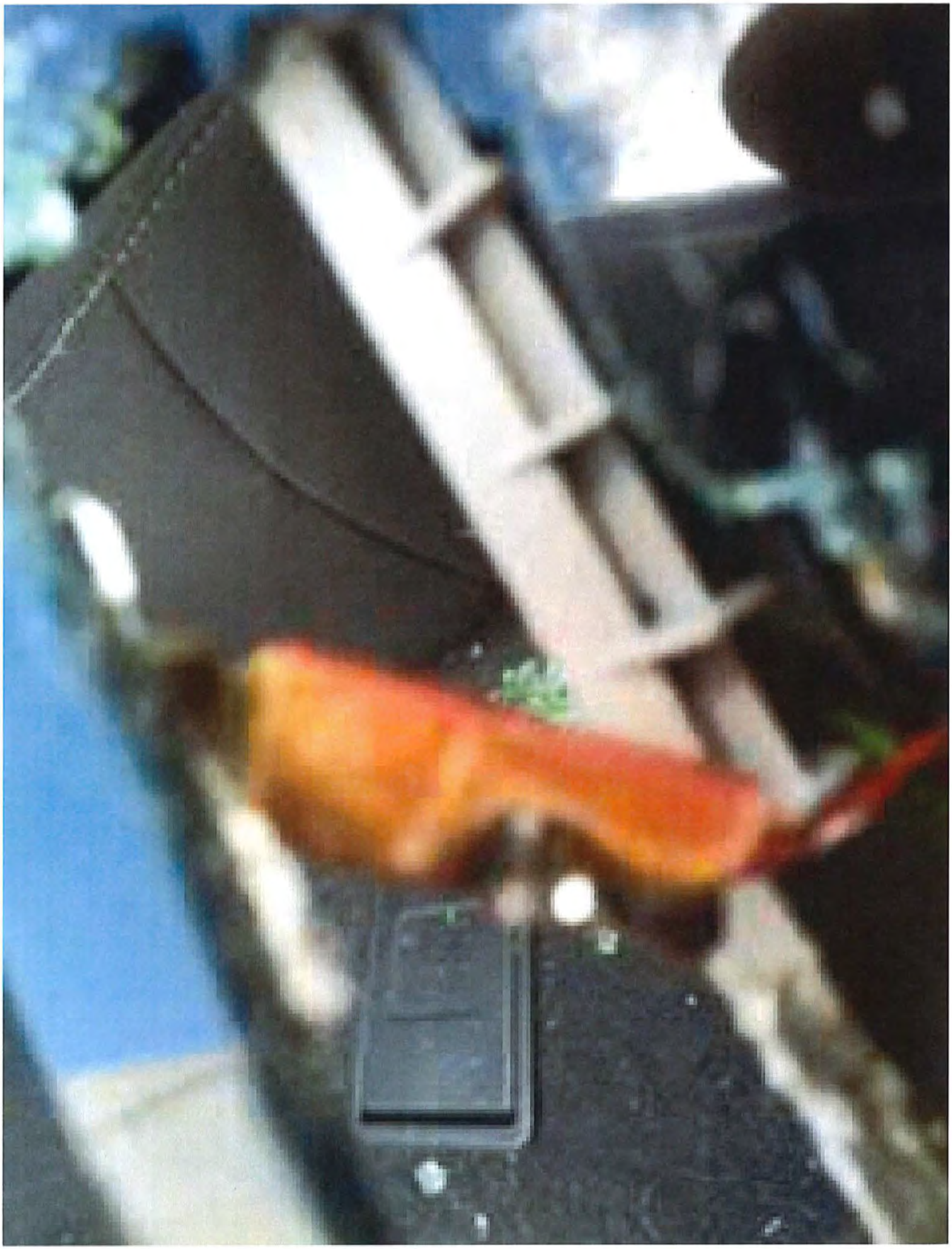
24. What action are you requesting of Kia?
<RESOLUTION SOUGHT>
Replace my car, i need my vehicle, i want my own vehicle

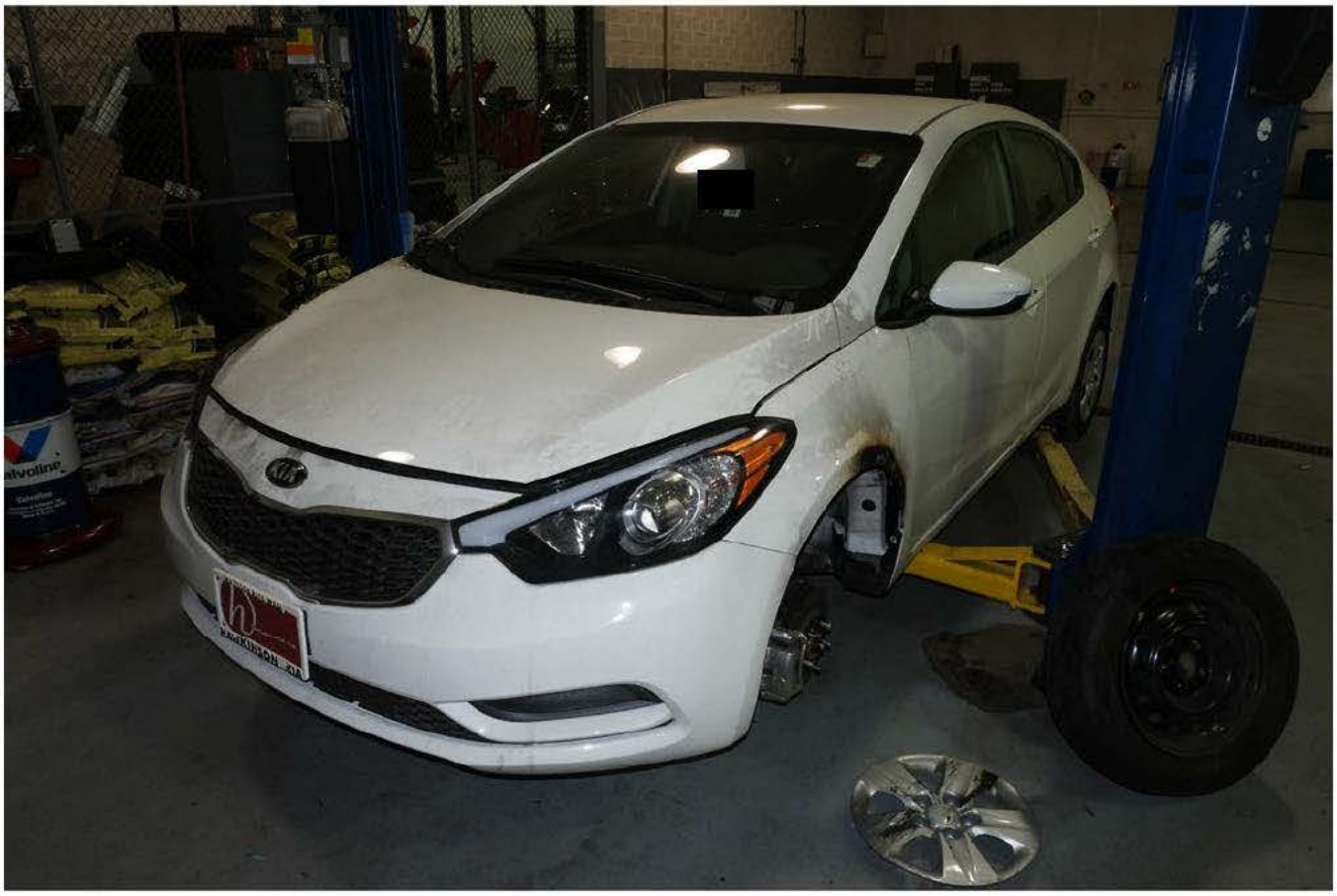
25. Have you reviewed the airbag section of the owners manual?
Yes - In order to consider your request, we will need you to provide us with copies of:
i. Copy of Police Report (if available)
ii. Pictures of vehicle (front, rear and side views)
Not Applicable

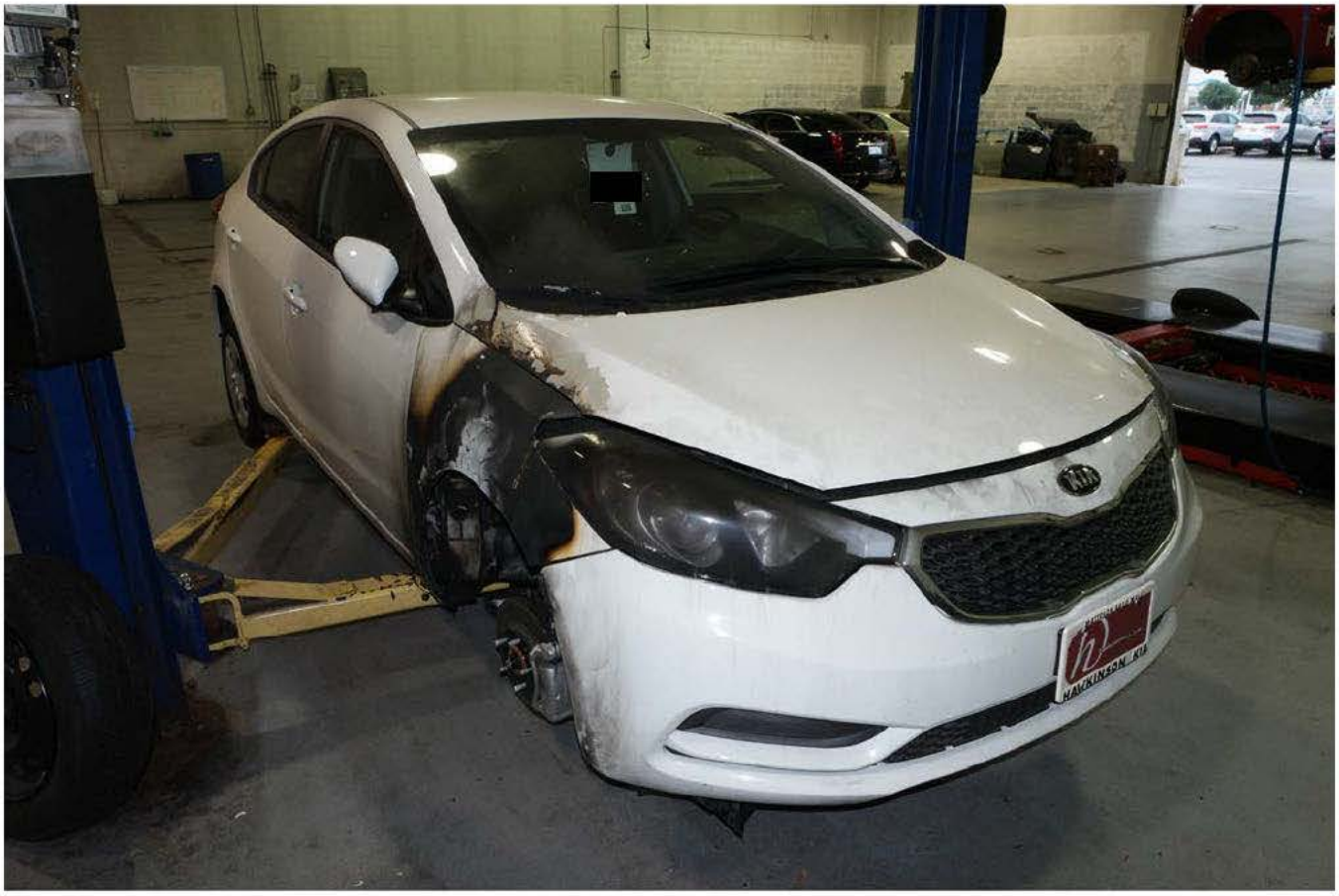




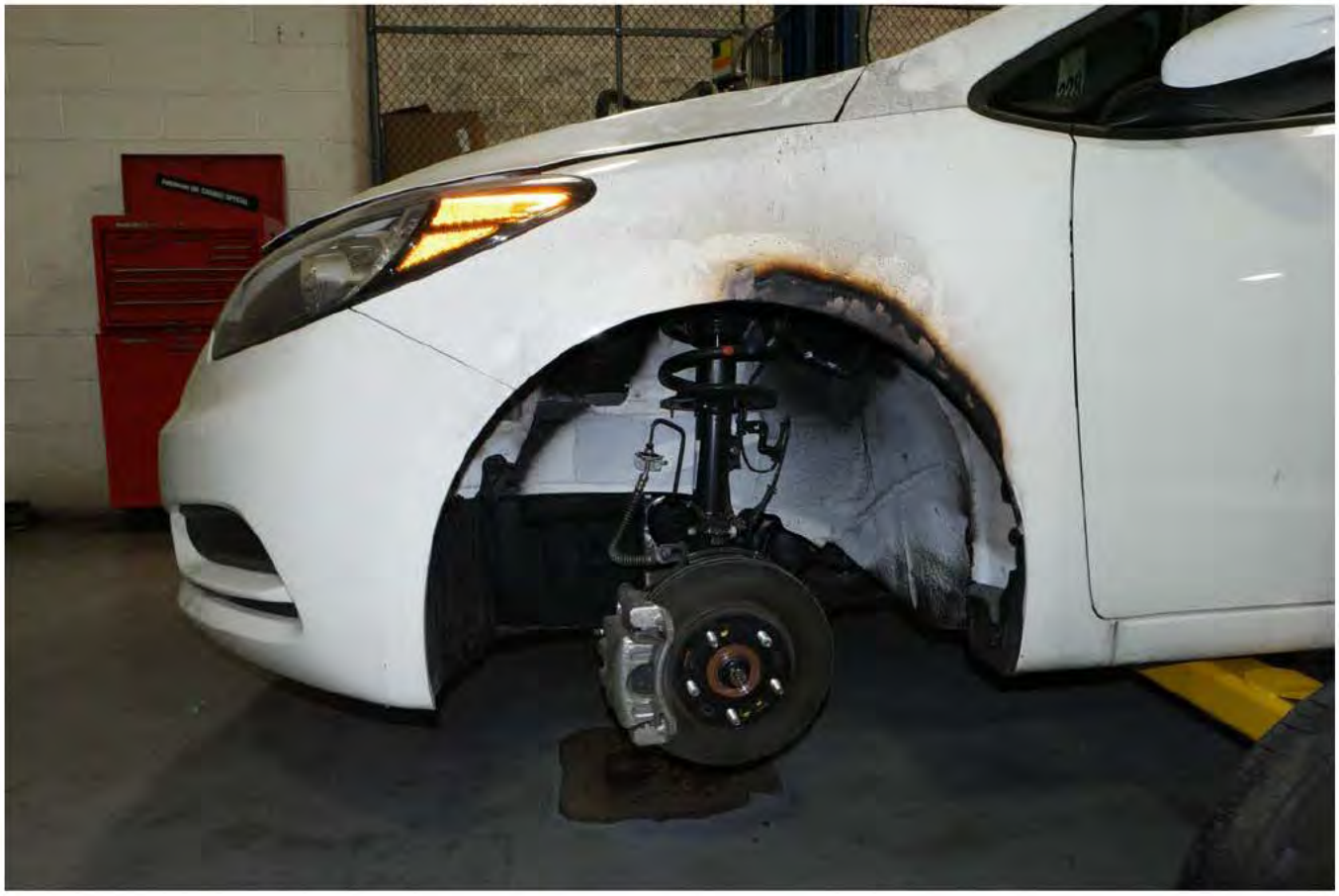




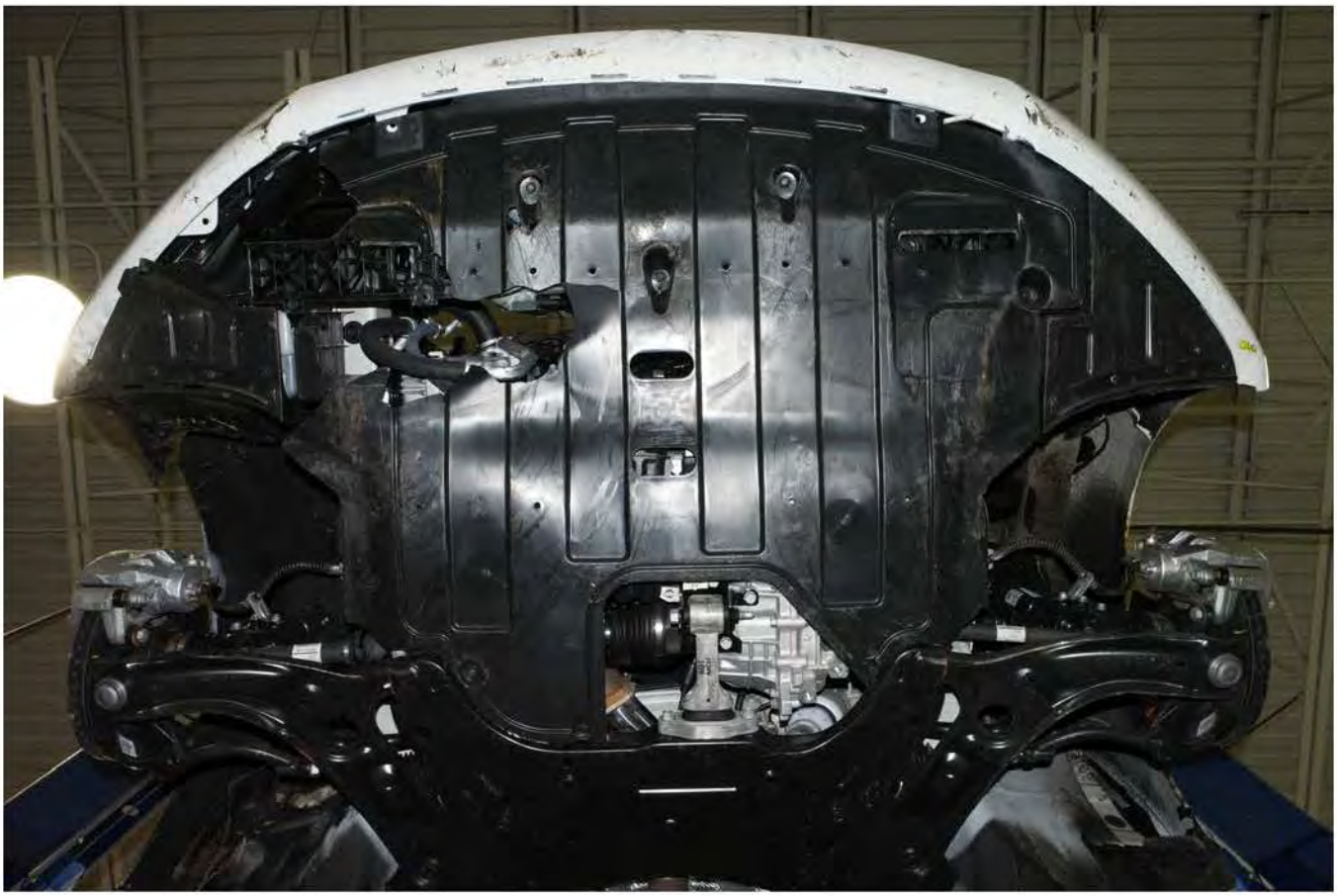




TIRE AND LOADING INFORMATION
RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
Y76
MANUFACTURED IN KOREA BY
KIA MOTORS CORPORATION
03/16
GAWR FRONT 2161LB
GVWR 3880LB
GAWR REAR 2006LB
PAINT UD
TRIM WK
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
V.I.N KNAFK4A66[redacted]
TYPE PASSENGER CAR
VIN
[redacted]



KIA
HAWKINSON KIA



KIA
HAWKINSON KIA

September 27, 2016

Certified Mail - Return Receipt Requested

Kia Motors America Inc Corp Hq
[redacted]
Irvine CA [redacted]

State Farm Claims
[redacted]
Phoenix AZ [redacted]

RE: Claim Number: [redacted]
Date of Loss: 09/04/2016
City/State of Loss: Chicago, IL
Insured: [redacted]
Owner: Hawkinson Kia
Vehicle: Kia Forte
VIN: KNAFK4A66[redacted]
Mileage: Unknown

"RECEIVED"
OCT 11 2016
CONSUMER AFFAIRS

To Whom It May Concern:

This notice is to advise you of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Kia Motors America Inc Corp may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle.

Any settlement with our policyholder with respect to this loss must not prejudice State Farm's rights, as subrogor, nor shall State Farm's rights be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you have any questions, or would like to set up an appointment to inspect the evidence, please contact us.

ILLINOIS COMMERCIAL SAFETY TOWING

VEHICLE OWNER/OPERATOR PRE-TOW DISCLOSURE

CHICAGO TOWING

SAFETY RELOCATOR INFORMATION

Business Name as registered with IL Secretary of State: **CHICAGO TOWING EXPERTS INC.**

Date:

ILCC Numbr: [redacted]

Business A[redacted]

X

Address o[redacted]

X

Address of the location from which the vehicle will be relocated:

X

Pursuant to the Illinois Commercial Safety Towing Law, a commercial vehicle safety relocator shall not commence the towing of a damaged or disabled vehicle until providing the vehicle owner or operator (or law enforcement agency or insurance company) with the disclosures set forth herein. An itemized description of the owner or operator's rights under this Law is as follows:"

NOTIFICATION OF CUSTOMER RIGHTS

"As a customer, you also have the following rights under Illinois law:

(1) This written disclosure must be provided to you before your vehicle is towed, providing the business name, business address, address where the vehicle will be towed, and a reliable telephone number;

(2) Before towing, you must be advised of the price of all services;

(3) Upon your demand, your vehicle must be returned during business hours, upon your prompt payment of all reasonable fees;

(4) You have the right to pay all charges in cash or by major credit card;

(5) Upon your demand, you must be provided with proof of the existence of mandatory insurance insuring against all risks associated with the transportation and storage of your vehicle."

If the vehicle owner is incapacitated, incompetent, or otherwise unable to knowingly accept receipt of this Disclosure, the commercial vehicle safety relocator shall provide a completed copy of the Disclosure to local law enforcement and, if known, vehicle owner or operator's automobile insurance company.

If the commercial vehicle safety relocator fails to comply with the requirements of the Law, the commercial vehicle safety relocator shall be prohibited from seeking any compensation whatsoever from the vehicle owner or operator, and any contracts entered into by the commercial vehicle safety relocator and the vehicle owner or operator shall be deemed null, void, and unenforceable.

Vehicle Owner/Operator Information (Please PRINT CLEARLY)

Nam[redacted]

X

Dr[redacted]

X

State

X

Add[redacted]

X

Phone

X [redacted]

Ve[redacted]

Make	Model	Year	Lic[redacted]
X	X	X	X

Cost of all relocation, storage, and any other fees, without limitation, are to be listed below

TOWING:	$
SPECIAL EQUIPMENT:	$
STREET CLEAN-UP/HAZARDOUS SPILLS:	$
LABOR/TRUCK TIME:	$
ADMINISTRATION:	$
OTHER:	$
STORAGE: $75/PER DAY	$
Estimated Disclosure Total	**$**

Is the vehicle owner/operator incapacitated? (Circle Yes or No)

Yes Copies of form given to _____ Police Agency and [redacted]

No (sign below)

Tow Truck Driver _____ Owner/Ope[redacted]

If you wish to file a complaint, complete and s[redacted] the complaint form on the reverse

VICTIM INFORMATION NOTICE/ CHICAGO POLICE DEPARTMENT [redacted] FICIAL POLICE REPORT - IT IS FOR INFORMATION PURPOSES ONLY. R.D. N [redacted]

INCIDENT DAMAGE TO PROPERTY BY FIRE IUCR COD [redacted] TE/TIME OF OCCURRENCE 04/SEP/16 [redacted]

NAME OF VICTIM/COMPLAINANT HAWKINSON KIA BEAT/UNIT OF ASSIGN. 0825R BEAT OF OCCUR. 824

CASE NAME - PEOPLE OF THE STATE OF ILLINOIS/CITY OF CHICAGO vs. _____

If an arrest has taken place, the following is your court information: Date: _____ Time: _____ Court Branch: _____ Court Loc.: _____

If you need more help call the Victim/Witness Assistance Program of the Cook County State's Attorney's Office at (773) 869 - 7200.

Your case will be on file with the Chicago Police Department under the above listed R.D. Number. Refer to this number whenever you are communicating with the Chicago Police Department concerning this incident. Your case will be assigned for follow-up investigation based upon specific facts obtained during the initial investigation. The presence of these facts can predict whether a comprehensive follow-up investigation would likely result in the arrest and prosecution of the suspect(s) or the recovery of property. Your case will reviewed and retained to determine if criminals active in the area can be identified. *A detective will not routinely contact you unless additional information is required or your further assistance is needed.*

TO REPORT ADDITIONAL INFORMATION

If you have knowledge of specific facts which might assist in the investigation of your case, please contact the unit marked below:

	PROPERTY CRIMES	VIOLENT CRIMES	SPECIAL VICTIMS
AREA CENTRAL	☐ (312) 747-8382	☐ (312) 747-8380	☐ (312) 747-8385
AREA SOUTH	☐ (312) 747-8273	☐ (312) 747-8271	☐ (312) 747-8274
AREA NORTH	☐ (312) 744-8263	☐ (312) 744-8261	☐ (312) 744-8266

BOMB SECTION ☐ (312) 746-7190 ARSON SECTION ☐ (312) 746-7618

MISSING PERSONS LOCATED

☐ When persons reported missing are located or have returned, the MISSING PERSONS SECTION must be contacted IMMEDIATELY at (312) 747-5789 or (312) 747-2881.

COPY OF THE REPORT

The above listed R.D. Number may suffice for insurance purposes. However, there may be instances when a copy of the case report is desired. A copy of the case report which verifies that an incident of injury, loss or damage has been reported to the Chicago Police Department may be obtained after 14 working days from the date the incident was reported. To obtain a copy of the report, send a check or money order payable to the *"DEPARTMENT OF REVENUE-CITY OF CHICAGO"* in the amount of $.50 and a self-addressed stamped return envelope to: Chicago Police Department Headquarters, Records Inquiry Section, 1st floor, 3510 South Michigan Avenue, Chicago, Illinois 60653. Include the following information with your request: 1) Victim's name and address (or person reporting crime), 2) Type of incident, 3) Address of occurrence, and 4) R. D. Number.

MAKE THE RIGHT CALL

To report a crime in progress or other emergency that requires immediate police response, call **911**.
To report non-emergency situations, call the Police Department at 311 within City limits, or if outside the City limits call (312) 746-6000.

CHICAGO ALTERNATIVE POLICING STRATEGY (CAPS)

SAFE NEIGHBORHOODS ARE EVERYBODY'S BUSINESS

The police alone cannot solve the problems of crime in our City. It takes an active and informed community working with the police and other City agencies to really make a difference. Join your neighbors and your neighborhood police officers as we work together to reduce crime and improve the quality of life in our City. Become part of the CAPS team in your community. To find out how, call **311** or visit online at:

http://www.chicagopolice.org.

You live on Beat _____.

Your next Beat Community Meeting will be held on (date / time) _____

at (location) _____

TELECOMMUNICATIONS DEVICE FOR THE DEAF/TELETYPE (TDD/TTY)

Hearing-impaired persons who possess such equipment may communicate with the Chicago Police Department 24 hours a day by calling (312) 746-9715. Hearing-impaired persons in need of assistance during normal business hours may also contact their local police district or the Special Activities Section at (312) 745 - 5823.

OBTAINING A WARRANT OR SUMMONS FOR CRIMINAL CHARGES

If an arrest is made, you will be informed of the date, time, and location of the court proceedings at which your appearance will be required. When you report a crime and an arrest is **not** made, you may go in person to the appropriate court listed below to request that criminal proceedings be initiated by way of a warrant or summons. Bring this Victim Information Notice and any other relevant information, such as the offender's name, physical description, and home address to the warrant officer assigned to the court between 8:30 am and 11:30 am Monday through Friday (excluding court holidays). The warrant officer will then assist you in the process of obtaining the warrant or summons.*

Police District of Occurrence	Court Branch for Warrant or Summons	
☐ 14,15,16,17,25	Branch 23	5555 W. Grand Ave.
☐ 1,18,19,20,24	Branch 29	2452 W. Belmont Ave
☐ 2,7,8,9	Branch 34	155 W. 51st St.
☐ 3,4,5,6,22	Branch 35	727 E. 111th St.
☐ 10,11,12	Branch 43	3150 W. Flournoy St.

* For incidents relating to domestic violence, a warrant/summons will only be issued from the Domestic Violence Court located at 555 West Harrison, on the first floor.

AUTOMATED VICTIM NOTIFICATION (AVN)

The County of Cook has a toll free, multilingual, 24-hour Automated Victim Notification System. To obtain information about a defendant's court date or custody inside of Cook County Jail: call 1-877-846-3445. *Do not depend only on the AVN for your safety. If you feel that you may be in danger, take precautions as if the defendant has already been released.*

ILLINOIS CRIME VICTIMS NOTIFICATION

Innocent victims of violent crime may be eligible to receive benefits from the Illinois Crime Victims Compensation program for such costs as medical, funeral, loss of support, and wage loss. *NO RECOVERY IS PROVIDED FOR PROPERTY LOSS OR DAMAGE, NOR FOR PAIN OR SUFFERING.* To apply or to determine whether one qualifies, the victim, or if deceased, a relative or dependent, must contact the Illinois Attorney General's Office. Further information and claim forms can be obtained from the Crime Victims Compensation Program, Office of the Attorney General of Illinois, 100 West Randolph Street, 13th Floor, Chicago, Illinois 60601, or by calling (312) 814-2581 or 1-800-228-3368, TTY: 1-877-398-1130 or email at crimevictimservices@atg.state.il.us.

RECOVERY OF PROPERTY - STOLEN VEHICLE RECOVERED

The Chicago Police Department must be notified *IMMEDIATELY*, via the "911" emergency number, when property reported lost or stolen is recovered.

CREDIT CARDS - CHECKS, LOST OR STOLEN

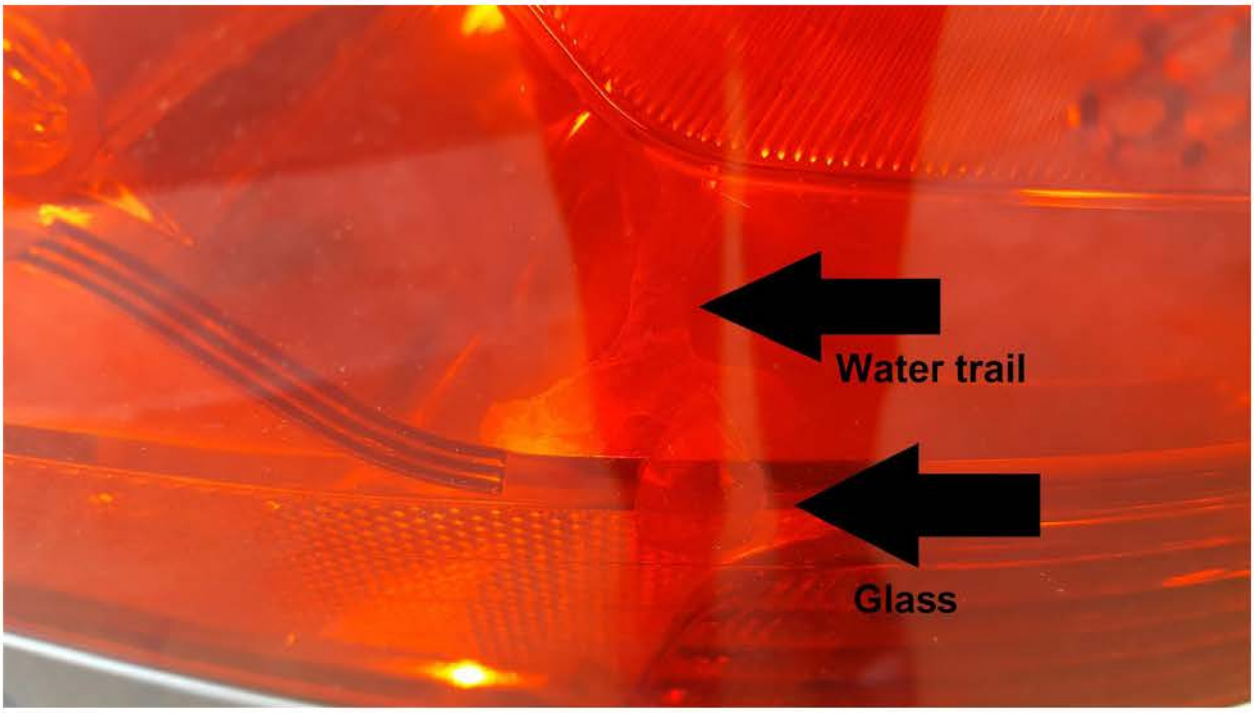
Immediately notify the concerned credit card issuer or bank by telephone to reduce the possibility being liable for the unauthorized use of your lost or stolen credit card or check. It is suggested you also inform the credit card issuer or bank in writing as a follow-up measure to ensure notification.

IMPORTANT: RETAIN THIS NOTICE FOR YOUR PERSONAL RECORDS

[redacted]

[redacted]

[redacted]



[redacted]

NAPLETON NORTHLAKE KIA

[redacted]
Palm Beach Gardens, FL [redacted]
Main: [redacted]
Fax: [redacted]
www.northlakekia.com

CUSTOMER #: [redacted]

96321

WARRANTY

DUPLICATE 2
PAGE 1

MV# 79867 VF# 1024070

[redacted]
JUPITER, FL [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: [redacted] DENNIS DOUCETTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	12	KIA FORTE	KNAFU4A22[redacted]		75650/75650	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAR12 DI		12MAR2017	17:00 16MAY17		129.00	CASH	17MAY17

R.O. OPENED	READY	OPTIONS:
15:10 11MAY17	16:03 17MAY17	ENG:2.0_Liter_DOHC_MPI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE RIGHT REAR BRAKE LIGHTS KEEP BLOWING OUT BULBS.
CUSTOMER ASSISTANCE FROM KIA. SEE ATTACHED AUTH FOR ASSISTANCE
CAUSE: STRESSED CRACKED
[redacted] LAMP-REAR COMBINATION OUTSIDE ASSY ONE
[redacted] WK 0.20 23.26 23.26
[redacted] #LAMP ASSY-RR COMB 143.64 143.64 143.64
FC:
PART#: [redacted]
COUNT: 1 7600 [redacted] TPARTS
CLAIM TYPE: W
AUTH CODE: [redacted]
540 [redacted] TLABOR

TECH: [redacted] ACTUAL HRS.: 0.20 SOLD HRS.: 0.20

DIAGNOSE AND INSPECT. REPLACE RIGHT REAR TAILLAMP ASSY, CUSTOMER GOODWILL APPROVED BY KIA 5/11/17

****

B RENTAL VEHICLE...(ADD SUBLET TO REPAIR ORDER)
CAUSE: GOODWILL
RENTAL RENTAL VEHICLE...(ADD SUBLET TO REPAIR ORDER)
99 SHOPTECH LIC#: 99
WRENK 0.00 0.00 0.00
FC: PART#: COUNT: 0 0 TPARTS
CLAIM TYPE: W
AUTH CODE:
0 0 TLABOR
SUBL KIA GOODWILL RENTAL 7 DAYS DUE TO DELAY IN PARTS AND AUTH
WRENK 210.00 210.00

TECH: 99 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

****

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s 559 904(4) The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718, and $1 50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of the total labor & parts charge. This will be shown in the lower right corner of your invoice in the space provided. The maximum amount charged will be $50.00.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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[redacted]

WARRANTY COPY

NAPLETON NORTHLAKE KIA

CUSTOMER #: [redacted]

[redacted]

[redacted]
Palm Beach Gardens, FL [redacted]
Main [redacted]
Fax: [redacted]
www.northlakekia.com

WARRANTY

DUPLICATE 2
PAGE 2

[redacted]
JUPITER, FL [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL [redacted]

MV# 79867 VF# 1024070

SERVICE ADVISOR: [redacted] DENNIS DOUCETTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	12	KIA FORTE	KNAFU4A22[redacted]		75650/75650	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAR12 DL		12MAR2017	17:00 16MAY17		129.00	CASH	17MAY17

R.O. OPENED	READY	OPTIONS:
15:10 11MAY17	16:03 17MAY17	ENG:2.0_Liter_DOHC_MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

In a few days you will be getting a survey from KIA. It is my sole report card for this visit only. If you can not answer "Truly Exceptional" to any of the questions, please call the Service Manager at [redacted] before filling out the survey.

TECH: [redacted] ACTUAL HRS.: 0.20 SOLD HRS.: 0.2
TECH: [redacted] ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	[redacted]	540		[redacted]	[redacted]	7600	
		21000				*******	

COST, SALE, & COMP TOTALS [redacted]

LIMITED WARRANTY The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	23.26
PARTS AMOUNT	143.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	210.00
MISC. CHARGES	0.00
TOTAL CHARGES	376.90
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	376.90

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[redacted]

WARRANTY COPY